



Welcome!

Welcome to the intercom Trust – you are on your first step towards becoming part of the team.

We are now one of the largest LGBT+ charities in the UK. This growth has come about due to of our amazing, passionate, committed and dedicated team of staff and volunteers, who make a real difference to the lives of the people we work with.

Our Values

Intercom is a community-led LGBT+ specialist organisation that:

- has high professional standards;*
- promotes equality and justice;*
- is confidential and trustworthy;*
- is transparent and has integrity;*
- is fair, inclusive, non-judgemental, and respectful of difference.*

Our Vision

Working together to build a South West where people respect, celebrate and engage with diverse sexual orientations and gender identities; and where LGBT+ communities live with real equality.

We provide direct help, support and advocacy to more than 2,500 individuals per year (and rising year on year) through our different projects, helpline, direct one-to-one support and our group work. We also have our dedicated LGBT+ domestic abuse and violence Safer Rainbow Project, and our dedicated schools workers who provide a safe space in more and more schools every year. Our counselling project provides therapy from our three offices in Exeter, Plymouth and Truro. Our YAY (Young and Yourself) LGBTQ+ youth group runs from our Truro office. We provide more CPD accredited training and consultation than ever before.

I am so proud of our amazing, passionate, committed and dedicated team of staff and volunteers, who make a real difference to the lives of the people we work with.

I believe Intercom is a fantastic charity to work for, a place where you can be your authentic self; we know that without our amazing team thriving, the trust would not thrive and grow to meet the demands of our ever growing client base. We have worked hard over the years to make Intercom Trust what it is today, and we continue to grow and develop to meet the needs of our fabulous communities.

Thank you for your interest and I look forward to receiving your application to see the skills and experience you can bring to our team.



Andy Hunt
CEO

www.intercomtrust.org.uk



Lesbian, gay, bisexual and trans+ people in the South West

Registered charity 1171878

LGBT+ Schools Worker – Open Project

Hours: 35 per week (full-time)

Salary: 25,500 + 5% pension contribution p.a

Based in: Cornwall (county-wide role, based in Truro Office)

Start date: May/June 2026

Holiday: 20 days per annum plus public holidays (rising 1 day per year up to 25 days)

Our aim is that every secondary school feels confident in supporting LGBT+ pupils as part of their inclusive and pastoral practice. The Open Project is now an established service working across Cornwall and Devon.

We are seeking someone to help schools create and maintain supportive spaces for LGBT+ young people. This includes engaging with school staff, offering guidance, and helping to set up or develop groups that provide safe, structured support.

This work helps LGBT+ pupils feel connected and supported, and assists schools in promoting kindness, respect, and inclusion for everyone.

Project Overview

The Open Project works to ensure that LGBT+ pupils in secondary schools across Devon and Cornwall have access to safe, affirming support within their educational environment.

The LGBT+ Schools Worker will support the development and sustainability of LGBT+ support groups in secondary schools across Cornwall, working collaboratively with school staff to strengthen inclusive practice and respond to the needs of LGBT+ young people.

The role aims to reduce isolation, build resilience and self-belief, and contribute to positive school cultures where pupils feel safe and respected, and where homophobic, biphobic, and transphobic behaviours are appropriately addressed.

Job Purpose and Duties

As a member of Intercom Trust, working across Cornwall and reporting to the appropriate line manager, the LGBT+ Schools Worker will:

School-Based Groupwork & Direct Support

- Initiate, prepare, and facilitate LGBT+ support groups within secondary schools.
- Deliver targeted support and activities for young people during school holiday periods, ensuring

continuity of LGBT+ support and engagement outside term-time, in line with project plans and safeguarding requirements.

- Design and deliver structured sessions, workshops, and activities for young people.
 - Deliver sessions and briefings for teachers and school staff to support inclusive practice.
 - Undertake brief interventions with young people where appropriate and refer to relevant Intercom services or external agencies when more in-depth support is required.
 - Respond appropriately to safeguarding disclosures and concerns, reporting to the designated safeguarding lead in line with policy.
 - Deliver sessions addressing sensitive issues, including self-harm, suicide, bullying, and substance misuse, within appropriate safeguarding frameworks.
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Partnership Working & School Engagement

- Develop and maintain effective working relationships with schools, senior leadership teams (SLT), pastoral staff, and relevant external agencies.
 - Raise awareness of the Open Project and the needs of LGBT+ young people across the education sector.
 - Contribute to training and strategic partnership activity as agreed with line management.
 - Work collaboratively with statutory and voluntary sector partners to strengthen support pathways for young people.
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Monitoring, Quality & Development

- Maintain accurate and up-to-date records in respect of individual young people and group activities.
- Contribute to monitoring, evaluation, and reporting requirements linked to funding.
- Support the development and review of best practice standards and project protocols.
- Develop and deliver promotional, awareness, and training sessions linked to the project.
- Attend Intercom team meetings, supervision, training, and line-management meetings as required.
- Promote equality of opportunity and diversity in all aspects of work.
- Undertake any other tasks of a similar level of responsibility as reasonably requested.

This job description outlines the duties required to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may vary without changing the general character or level of responsibility of the role.

Person Specification

The successful candidate will demonstrate knowledge and an inclusive understanding of the life issues that can affect young lesbian, gay, bisexual, and trans+ people in Cornwall.

Essential

- A relevant professional qualification (e.g., NVQ Level 3, DIPSW, teaching qualification, youth work qualification, or equivalent experience).
- At least one year's experience of working directly with young people, preferably within a school or educational setting.
- Demonstrable ability to plan and deliver high-quality groupwork, maintaining appropriate professional boundaries, confidentiality, and safeguarding standards.

- Experience supporting young people facing challenging issues, including (but not limited to) bullying, self-harm, suicide, or substance misuse.
- Understanding of safeguarding frameworks relating to Children and Young People.
- Ability to communicate effectively with young people, teachers, and senior leadership teams.
- Ability to develop and maintain positive professional relationships and challenge attitudes constructively where required.
- Strong organisational and administrative skills, including record-keeping and activity monitoring.
- IT competence, including Microsoft Office (Windows, Outlook, Word, Excel).
- Ability to travel independently across Cornwall for Intercom business (use of a car required).
- A strong commitment to LGBT+ equality, inclusion, and wellbeing, supported by a professional and ethical approach.
- A flexible and inclusive attitude at work, as well as the ability to work well independently and as a positive member of the Intercom team

Desirable

- Experience working within schools across Cornwall.
- Experience delivering training or awareness sessions to professionals.
- Experience working with individuals from minority or disadvantaged communities.
- Knowledge of local and national support services for LGBT+ young people.

All offers of employment are subject to satisfactory enhanced DBS clearance. Intercom Trust is committed to equality of opportunity and welcomes applications from diverse communities.