



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

Registered charity 1171878

LGBTQ+ Practitioner

Hours:	17.5 per week (0.5 FTE)
Salary:	£26,500 FTE (Actual Salary £13,250) + 5% pension contribution p.a.
Based in:	Truro
Start date:	September 2026

Job Purpose

As a member of the Intercom Help, Support and Advocacy (HSA) Team, based in our Truro office and reporting to the Services Manager, the LGBTQ+ Practitioner provides high-quality, person-centred support, information, advocacy and guidance to LGBTQ+ people, their families, carers, and professionals across the South West.

The role supports individuals facing a wide range of issues affecting their wellbeing, safety, inclusion, and equality. Practitioners help people navigate services, understand their rights, overcome barriers, and access opportunities that enable them to live authentically and safely.

Support may be delivered face-to-face, online, by telephone, email, video call, or through group-based activities, depending on individual need and service requirements.

Key duties and responsibilities

- Provide confidential, non-judgemental, and affirming support to LGBTQ+ individuals across a wide range of life circumstances and needs.
- Deliver information, guidance, emotional support, and practical advocacy on issues related to gender identity, sexual orientation, hate crime, discrimination, wellbeing, social isolation.
- Manage a varied and complex caseload, assessing needs, identifying risks and working towards positive outcomes for clients and reviewing progress.
- Support clients to understand their rights, make informed choices, and build confidence in advocating for themselves wherever possible.

- Represent and advocate on behalf of clients when appropriate.
- Maintain accurate, timely, and professional case records in line with organisational policies, GDPR requirements, and safeguarding standards
- Identify and respond appropriately to safeguarding concerns involving children, young people, and adults at risk.
- Maintain professional boundaries and operate within recognised ethical and professional standards.
- Develop effective referral pathways and promote joined-up support for LGBTQ+ communities.
- Assist in the development and delivery of training, workshops, webinars, presentations, and awareness-raising activities for external organisations and community groups
- Maintain up-to-date knowledge of legislation, policy developments, and emerging issues affecting LGBTQ+ communities.
- Support organisations to improve LGBTQ+ inclusion by raising awareness of LGBTQ+ issues, community needs, and inequalities affecting people across the region.
- Ensure all project monitoring, evaluation, and reporting requirements are completed accurately and on time
- Work collaboratively with colleagues across Intercom's services.
- Contribute to the delivery of support groups, peer support initiatives, community events, Pride activities, campaigns, and other organisational projects.

This job description outlines the duties required for the time being to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility.

Person specifications

The successful candidate will be able to demonstrate knowledge and an inclusive understanding of the life-issues that can affect LGBTQ+ people in the region, and will have:

- Experience providing person-centred support, advice, advocacy, guidance, or casework within the voluntary, community, public, health, social care, education, housing, or related sectors.
- A trauma-informed, compassionate, and non-judgemental approach to client work.
- Knowledge of issues affecting LGBTQ+ people, including barriers to accessing services, inequality, discrimination, and social exclusion.
- Experience of managing complex and sensitive client situations while maintaining professional boundaries.
- Experience of safeguarding children, young people, and adults at risk, or the ability to develop this knowledge quickly.
- Experience of maintaining confidential and accurate client records and case management systems.
- Experience working collaboratively with external agencies and professionals to support client outcomes.
- Excellent communication and interpersonal skills, including the ability to build trust and rapport with people from diverse backgrounds.

- Strong written communication skills, including record keeping, report writing, and professional correspondence.
- Good digital skills, including Microsoft Office applications and client management systems.
- A good knowledge of relevant resources, in the South West and nationally, and/or the ability to research and become familiar with them in minimal time after coming into post.
- A flexible and inclusive attitude at work, as well as the ability to work well independently and as a positive member of a team.
- A personal passion for LGBTQ+ equality and well-being, supported by a professional approach.
- A valid UK driving licence and access to your own vehicle are required for role (business mileage expenses will be reimbursed)

All offers of employment at Intercom are subject to a satisfactory enhanced DBS (police) check, but we do not discriminate on grounds of irrelevant criminal convictions.

The Intercom Trust is striving to be an Equal Opportunities employer and service provider. We make reasonable adjustments so as to enable as many staff and potential staff, volunteers, and other supporters as possible to have full access to Intercom and its activities.