Intercom Trust

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

Registered charity 1171878

# LGBTQ+ Helpline Worker

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| Hours: | 35 per week (full time) |
| Salary: | £25,500 + 5% pension contribution p.a. |
| Based in: | Exeter |
| Start date: | December 2026 |

**Job Purpose**

As a member of the Intercom Help, Support and Advocacy (HSA) Team, based in our Exeter office and reporting to the Services Manager, the LGBTQ+ Helpline Worker is often the first point of contact for individuals accessing Intercom Trust's services. The postholder delivers Intercom's confidential helpline service, providing a confidential listening service, information, guidance and emotional support to LGBTQ+ people, their families, carers, professionals, and members of the public. They are responsible for responding to enquiries, managing referrals, identifying risks and support needs, maintaining accurate records, and connecting individuals with appropriate support and services.

The role supports individuals facing a wide range of issues affecting their wellbeing, safety, inclusion, and equality, helping LGBTQ+ people access support, navigate services, understand their rights, and overcome barriers to living safely, authentically and well.

**Key duties and responsibilities**

- Staff Intercom Trust's confidential LGBTQ+ Helpline during operational hours, providing a welcoming, affirming, professional and compassionate response to callers, clients, professionals and members of the public.
- Provide confidential, non-judgemental information, guidance, emotional support and signposting to LGBTQ+ people experiencing a wide range of issues affecting their wellbeing, safety, inclusion, equality and sense of belonging.

- Respond effectively to enquiries from individuals, families, carers, community members and professionals, including those from education, health, social care, housing, criminal justice and other partner agencies.
- Act as the first point of contact for individuals accessing Intercom Trust's services by receiving referrals, gathering relevant information, identifying risks and support needs, and ensuring people are connected with appropriate support, both within Intercom Trust and externally where required.
- Support individuals to understand their rights, explore their options, make informed decisions and, wherever possible, develop confidence in advocating for themselves.
- Maintain accurate, timely and professional client records, referral information, monitoring data and administrative systems, ensuring all records and documentation are completed in accordance with organisational procedures, GDPR requirements and safeguarding standards.
- Contribute to the effective day-to-day administration of Intercom Trust, including maintaining records, supporting office systems and processes, processing routine correspondence, welcoming visitors, and undertaking general administrative duties required to support the delivery of services.
- Assess risk and respond appropriately to individuals experiencing crisis, safeguarding concerns, discrimination, abuse or other situations affecting their immediate safety and wellbeing
- Identify and respond appropriately to safeguarding concerns involving children, young people and adults at risk, maintaining professional boundaries and working within organisational policies and recognised ethical standards.
- Develop and maintain knowledge of local and national LGBTQ+ services, resources and referral pathways, ensuring resource information and directories remain accurate and up to date and helping clients access timely and appropriate support.
- Provide information, consultation and guidance to professionals and organisations seeking to improve inclusion and outcomes for LGBTQ+ people.
- Support the administration and maintenance of Intercom Trust's social media platforms, website content and digital communications, responding to enquiries and supporting the promotion of services, events and community activities.
- Assist in the planning and delivery of webinars, workshops, support groups, community events, Pride activities, campaigns and other engagement opportunities that promote the wellbeing and inclusion of LGBTQ+ communities across the South West.
- Work collaboratively with colleagues, volunteers, community partners and stakeholders, contributing to service development, monitoring, evaluation and wider organisational projects as required

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 an inclusive understanding of the issues affecting LGBTQ+ people in the region and will meet the following criteria:

**Essential**

- Experience providing person-centred support, advice, guidance, advocacy, casework, helpline support or related services within the voluntary, community, public, health, social care, education, housing or related sectors.
- A trauma-informed, compassionate and non-judgemental approach to supporting individuals.
- Knowledge of issues affecting LGBTQ+ people, including barriers to accessing services, inequality, discrimination and social exclusion.
- Experience of managing sensitive, complex or challenging situations whilst maintaining professional boundaries.
- Knowledge and understanding of safeguarding children, young people and adults at risk, and the ability to apply safeguarding procedures appropriately.
- Experience of maintaining accurate and confidential records, databases or case management systems.
- Good administrative and organisational skills, including the ability to manage competing priorities and maintain accurate records and documentation.
- Experience of working collaboratively with external agencies, professionals and partner organisations to support positive outcomes.
- Excellent communication and interpersonal skills, with 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, social media platforms, website content management and client management systems.
- The ability to research, maintain and develop knowledge of relevant local and national services, resources and referral pathways.
- A flexible, inclusive and professional approach to work, with the ability to work independently and contribute positively as part of a team.
- A personal passion for LGBTQ+ equality and well-being, supported by a professional approach.

**Desirable**

- Experience working within an LGBTQ+ organisation or supporting LGBTQ+ communities.
- Experience delivering webinars, workshops, support groups, training sessions or community engagement activities.
- Experience supporting social media platforms, website content or digital communications.
- Knowledge of services and support available to LGBTQ+ people across the South West.
- Experience of working with volunteers, community groups or partner organisations.
- A valid UK driving licence and access to your own vehicle (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 all reasonable adjustments so as to enable as many staff and potential staff, volunteers, and other supporters as possible to have full access to the Trust and its activities.