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**Brighton & Hove LGBT Switchboard is currently recruiting a:**

**Support Services Manager**

**0.8FTE (29.6 hours per week)**

**Salary: pt 32-34 on NJC Scale: £27,924 - £29,558 pro rata**

**The post is fixed term until 31st March 2016 as funding is currently limited to that period.**

Brighton & Hove LGBT Switchboard has been listening to, supporting and informing LGBTQ people for 40 years. Our telephone helpline was set up in 1975 to provide information and emotional support. The helpline now includes an email and webchat service.

Switchboard’s counselling service has been running since 1997 and is the only LGBTQ affirmative, affordable counselling service in the local area. The Helpline and Counselling services are delivered by approximately 30 volunteers at any one time – counselling volunteers are all qualified counsellors or counsellors in training.

We are looking for an LGBT identified\* qualified counsellor, who is also experienced in managing counselling or other support services, to take responsibility for overseeing the delivery of Switchboard’s helpline and counselling provision. This will include recruitment, induction, training and support of helpline and counselling volunteers; administering counselling applications and liaising with clients; undertaking new client assessments; and monitoring and reporting on the services.

The manager will also be required, as a significant part of the role, to review and develop helpline and counselling services in order to ensure they continue to be both relevant to the community and financially sustainable.

The post holder will be accountable to Switchboard’s Director, and will be required to work collaboratively with other staff and with the Management Committee. They will be required to work flexibly, including regular work outside office hours.

Clinical supervision is offered as part of the role.

\*It is genuine occupational requirement for this role that the postholder identifies as LGBT.

**Key duties and responsibilities:**

* Manage the helpline and counselling services in order to deliver high quality information and support to the LGBTQ community
* Recruit, induct, train and support volunteers to provide helpline and counselling services
* Develop, maintain and review operational systems, policiesandprocedures pertaining to the services
* Be on-call to volunteers, including during helpline operating times, and handle any safeguarding concerns that arise pertaining to children or vulnerable adults
* Publicise the services, including building relationships with other agencies/referral partners, and via the media, social media, and use of printed materials
* Manage and develop systems for collecting and collating data, providing a monthly report to the Director and Management Committee, and helping to produce quarterly and annual reports to funders
* In partnership with the Director and the trustees, develop the services to ensure they meet the needs of the local community and address any gaps in service – this may include researching the local market and undertaking community consultations
* Identify, develop and implement ways of increasing efficiency and cost-effectiveness of the services – including service redesign where necessary
* Where relevant, identify and pursue project opportunities such as developing partnerships or funding streams, and draft funding applications

**Person specification:**

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| **Experience** | **Essential or Desirable** |
| * Experience of managing a counselling service, telephone helpline and/or other support service | E |
| * Experience of recruiting, training and managing volunteers | E |
| * Experience of receiving counselling applications and undertaking assessments with counselling clients | E |
| * Voluntary sector/social/community work experience | D |
| * Experience of developing or redesigning services | D |
| * Experience of undertaking market research and community consultations in order to develop services | D |
| * Experience of income-generation in order to sustain counselling or other support services, including developing partnerships and drafting applications for statutory and non-statutory funding | D |
| * Experience of developing and running support groups | D |
| * Experience of delivering training to volunteers or other audiences | D |
| **Knowledge** |  |
| * Up-to-date knowledge of legislation and good practice relating to the provision of counselling services, within the BACP framework | E |
| * Understanding of the key issues surrounding the operation of a counselling service and a telephone helpline | E |
| * Understanding of safeguarding procedures, including reporting to social services and the police where necessary | E |
| * In-depth understanding of the issues affecting LGBTQ people and communities | E |
| * Understanding of the key issues facing a voluntary sector organisation | D |
| * Knowledge of the community and voluntary sector in Brighton & Hove, including other LGBT and non-LGBT support organisations | D |
| **Qualifications, Skills and Abilities** |  |
| * Counselling qualification, to diploma level | E |
| * Data collection and management skills, for monitoring and evaluation purposes | E |
| * Strong management and leadership skills, able to motivate, support and influence volunteers – both teams and individuals | E |
| * Self-motivated, able to take initiative, and to work alone with minimal supervision | E |
| * Able to work to deadlines and under pressure | E |
| * Creativity and problem-solving skills, able to think and respond quickly to situations that arise | E |
| * Team-work skills, able to work collaboratively with colleagues inside and outside of the organisation | E |
| * Confident communicator, able to quickly and calmly get a point across and to present difficult information in a sensitive and diplomatic way | E |
| * Service/business development skills – able to spot opportunities and develop new initiatives | D |
| * Good writing skills, able to produce reports and publicity materials | D |
| * Relationship-building and negotiation skills for service-development, marketing, and PR purposes | D |
| * Income-generation/ fundraising skills, including ability to draft funding applications | D |

The successful candidate will be subject to an enhanced DBS check.

**How to apply:**

Complete the application form, showing how you meet the criteria outlined in the Person Specification above, and return by email to [maria.antoniou@switchboard.org.uk](mailto:maria.antoniou@switchboard.org.uk)

by **Wednesday 25th March**.

For an informal discussion about the role, you can contact Maria Antoniou on 01273 234009.

**Interviews are likely to be held in the week commencing 6th April.**

Please return the **equalities monitoring form** separately by post, without your name or other identifying details, to:

**Lesley Whittal**

**Finance & Admin Officer**

**Brighton & Hove LGBT Switchboard**

Community Base

113 Queens Road

Brighton

BN1 3XG