

**Job Description**

Title: LGBTQ Engagement Worker\*

Reports to: Chief Executive Officer

Remuneration: Salary scale NJC 25-27 / £22,443 - £24, 472 pro rata (£13,762 - £14,683 actual)

Hours: 21 hours – 3 days a week

Based: Brighton

Terms: 2 year fixed term contract, in line with funding.

 Flexible 21 hours per week, with occasional evening and weekend work

 25 days annual leave entitlement

\*This role requires that the worker openly identifies as LGBTQ

**ROLE PURPOSE**

The main aim of the LGBTQ Health and Inclusion Project (LGBTQ HIP) is to engage and consult with lesbians, gay men, bisexual, trans & queer and questioning (LGBTQ) people who live, work, study or socialise in Brighton and Hove on their healthcare and Council service needs, and other city-wide issues, in order to influence future provisions. The project aims to be the bridge between the local LGBTQ communities and the Council, NHS and other services. The post’s primary role is to help identify and address inequalities with LGBTQ people.

In developing its work plan, LGBTQ HIP responds to requests from its funders Brighton & Hove City Council (BHCC) and the Clinical Commissioning Group (CCG), as well as identifying priorities that are of importance to LGBTQ people through ‘bottom up’ approach.

This is a varied and interesting role which offers the opportunity to influence service provision for LGBTQ people. We are looking for a confident and dynamic individual with experience and skill in both community development and consultation/research. The post- holder will develop and implement the work plan in association with the CEO, funders and partners; undertaking community engagement, consultation and research activities.

This post is jointly funded by Brighton & Hove City Council (BHCC) and Brighton & Hove Clinical Commissioning Group (CCG).

This is a part time post for 21 hours per week (over three days) until 31st March 2018 in the first instance and then subject to review depending on future funding from the CCG and a potential extension until March 2019 and beyond. The post holder will be required to work flexibly, including some work outside office hours, as events sometimes take place in the evenings and at weekends. Time will be given off in lieu for such hours worked.

**Main Duties**

* To engage local LGBTQ people in the work of the project by building the LGBTQ HIP membership via a range of engagement methods including online, face to face by organising and attending community events, through local media, and by linking with local LGBTQ community groups, other community organisations, and community development workers - particularly aiming to engage isolated and vulnerable LGBTQ people.
* To design and carry out research on the experiences, needs and views of local LGBTQ communities – including those of specific LGBTQ groups – via surveys (online and offline), interviews and focus groups - in order to inform health and local council service developments.
* To undertake desk-based research into LGBTQ health, social care and other needs, including reviews of relevant literature, policy, legislation etc to inform service development and delivery.
* To produce reports and briefing papers based on research findings, and to deliver presentations, to inform service developments for the CCG and BHCC and to feedback to LGBTQ communities.
* To attend meetings and events when appropriate organised by the CCG, BHCC and other local agencies in order to receive and share information.
* To attend meetings and otherwise participate in BHCC’s Trans Scrutiny process, assisting with the needs assessment process and advising on the implementation of recommendations where appropriate.
* To collect and collate monitoring data in all activities, including diversity monitoring, and to develop and maintain monitoring systems and processes to evidence project outcomes, in line with funders’ requirements.
* To work in a way that ensures the involvement of a diverse range of LGBTQ people and to take account of issues of intersectionality.
* To develop the LGBTQ HIP work-plan in collaboration with Switchboard’s CEO and commissioners, and to ensure performance against agreed objectives and targets.

**General Duties**

* To provide monthly reports on project activities for the CEO and provide reports to funders as needed.
* To attend supervision sessions and contribute to team meetings.
* To recruit, manage and work with volunteers in delivering project activities.
* To undertake all work in line with relevant legislation and Brighton & Hove LGBTQ and in line with the organisations policies and procedures.
* To undertake any other duties that might reasonably be requested and are appropriate to the role.

**Person Specification**

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| --- | --- | --- |
| **EXPERIENCE** | **ESSENTIAL (E)/ DESIRABLE (D)** | **HOW ASSESSED**  |
| 1 | Experience of planning and delivering community engagement activities, and/or community development experience. | **E** | **A/I/T** |
| 2 | Experience of designing and delivering social research and/or community Consultations. | **E** | **A/I/T** |
| 3 | Experience of writing reports for a variety of audiences / stakeholders | **E** | **I/T** |
| 4 | Experience of facilitating small groups e.g. community consultation or focusgroups. | **E** | **A/I** |
| 5 | Experience of recruiting, managing and working with volunteers. | **D** | **A/I** |
| 6 | Experience of working for a community organisation. | **D** | **A** |
| **KNOWLEDGE** |  |
| 1 | A sophisticated understanding of the health, wellbeing and social issues affecting lesbian, gay, bisexual and transgender people and communities, including understanding of intersectionality and the specific issues faced by different LGBTQ people and groups - including BME and disabled LGBTQ people. | **E** | **A/I/T** |
| 2 | Understanding of social research methodology and ethics | **E** | **A/I** |
| 3 | Understanding of service provision and planning within the NHS and/or the local council and how it affects LGBT&Q people. | **D** | **I** |
| 4 | Knowledge of the LGBT community in Brighton & Hove, including LGBTQ community.groups and organisations | **D** | **I** |
| 5 | Knowledge of the community and voluntary sector in Brighton & Hove. | **D** | **I** |
| **SKILLS**  |  |  |
| 1 | Proven project management skills, including ability to manage a complex work programme and to plan and carry through tasks to deadline. | **E** | **A/I/T** |
| 2 | Excellent communication and networking skills, diplomacy, and the ability to develop and maintain positive relationships with a wide range of people and organisations. | **E** | **I** |
| 3 | Confidence and ability to lead on work strands. | **E** | **A/I** |
| 4 | A proven commitment to promoting equality and diversity | **E** | **A/I** |
| 6 | Excellent verbal and written communication skills, including presentation skills. | **E** | **A/I/T** |
| 7 | Proactive, able to take initiative, and to work with minimal supervision, within a defined work-plan and reporting framework. | **E** | **I** |
| 8 | Ability to use social media and other online tools e.g. Mailchimp, Surveymonkey to facilitate consultation or market research and to communicate with a range of stakeholders. | **E** | **A/I** |
| 9 | Line management and supervisory skills | **D** | **I** |
| 10 | Ability to contribute to funding bids for the continuation or expansion of the project. | **D** | **I** |

How do we check if you have the skills that you are looking for (please refer to the guidance notes to completing the application (below): Application = A, Interview = I Assessment /Test = T

Deadline for applications is: **WED 25th OCTOBER 2017**

Interviews will be held in central Brighton on: **TUES 31st OCTOBER 2017**

For more information, contact Daniel Cheesman on 01273 234009 or brighton.admin@switchboard.org.uk

Application forms can be downloaded from

**Guidance Notes on Completing Your Application**

Thank you for the interest you have shown in our vacancy. These notes are to help you make the most of your application. **Switchboard will not be able to shortlist your application if you do not follow the instructions below.**

**Completing the Questionnaire Section**

This section of the form covers two parts – **Experience, Knowledge & Skills.** These are set out in the job specification section of the job description. Switchboard requires the successful applicant to demonstrate **through actual examples** that they have both the knowledge, technical skills and experience to fulfil role requirements. You must:

* Show how you meet the criteria set out in the person specification section of the job description which includes:
	+ **Experience, Knowledge & Skills**

The Person Specification will state what essential knowledge (marked using an E), skills and experience is required for the job. These are prerequisites for the job.

* + Desirable experience, knowledge and skills would be examples that would enhance your suitablity for the post by are not prerequistes for the job.

At the top of the Person Specification there is a box which shows the key to how each Experience, Knowledge & Skills will be assessed. You need to provide an example for each an ‘A’ in the right hand column. You must **describe a real situation** that you have played a significant part in.

|  |
| --- |
| **Person Specification** |
| **What is Switchboard is looking for?** | **How do we check if you have it?****Application = A****Interview = I****Assessment /Test = T** |

**Demonstrating your Knowledge, Skills & Experience**

For each of the Experience, Knowledge & Skills points in the Person Specification you must provide **a real example**, which describes how you have demonstrated what is required.

Applicants who merely state that they have the knowledge and experience will not be short-listed for interview.

The example below gives an indication of the approach you should take for each of the points.

**EXAMPLE OF HOW TO SHOW YOU MEET THE REQUIREMENTS**

|  |
| --- |
| **Experience Knowledge & Skills**  |
| 1 | Experience of designing and delivering social research and/or community Consultations | **A/I/T** |

*Example Response:*

*A large part of my role with my current employer is to administer and coordinate a research project regarding the health and wellbeing of people with over 60 years old who take up health walks for our local GP consortium. This research project is looking into the positive impact that walking in later life can have on the health and wellbeing and social isolation of older people talking up both exercise and a group activity. This research included coordinating data collect as both focus groups; telephone discussions online/paper questionnaires. The final report with recommendations was presented to the GP consortium (I gave power point presentation) has been used in a national health project. I another role I was required to conduct interviews with service users at various stages in a research project, write questionnaires and put this data into a useable format to be analysed. Alongside this, I have written and handed out questionnaires to older people and agencies that work with this client group in the local community, to find out what they would like from services and what they think is missing. This information has been used this information to set up extra services that run alongside the lunch club for people suffering with the after effects of a stroke.*

**If you have any questions about completing this application form, please contact Daniel Cheesman**

**Please note that, due to our high volume of applications, we are unable to provide feedback for those who fail to make the shortlist for interview.**