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**TRANS ENGAGEMENT WORKER**

Dear Applicant

Thank you for the interest that you have shown in the Trans Engagement Worker post with Switchboard. This post will be employed by Switchboard and will work on trans and/or non-binary engagement across both Switchboard and The Clare Project.

Enclosed in this pack are the following:

* Job Description – *what the job involves (pg 2-3)*
* Person Specification *–skills set, knowledge & experience we are looking for* (pg 4-6)
* Information about the organisation and the post (pg 7-9)

**The application form is a separate form and available via our website.**

If you require this information in another format, then please let us know.

The post is for 14 hours a week (ideally over 2 days) and is for a fixed-term contract of 12 months (from start of the contract). There is a possible extension to the contract until March 2021, subject to funding. The hours can be worked flexibly by arrangement and will involve occasional evenings and weekends. The post will be based at the Switchboard office at Community Base, 113 Queens Road, Brighton.

As advertised the salary for the post is £22,443 pro rata (£8483.80 actual). Annual leave entitlement is 25 days (for a full-time equivalent).

We short-list based solely on the information obtained from the application form, so please ensure that you follow the guidelines for completing the form - make sure that you address each point on the person specification so that we can judge your suitability for the role. We are unable to give feedback on individual application, but you will be notified on the outcome of shortlisting.

All successful applications are subject to satisfactory references and an enhanced DBS check and the post is subject to a probationary period.

Please return your application to [brighton.admin@switchboard.org.uk](mailto:brighton.admin@switchboard.org.uk) or to the address below – quoting the job you are applying for. For more information or to talk about the role contact me on 01273 234009 or email [daniel.cheesman@switchboard.org.uk](mailto:daniel.cheesman@switchboard.org.uk)

The closing date for applications is **Wed 26th September 2018 (12 noon)** with interviews planned to be on **Tues 2nd October 2018** and will take place in Brighton.

Yours sincerely,

Daniel Cheesman, CEO

***Community Base, 113 Queens Road, Brighton. BN1 3XG***

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**Job Description**

Title: Trans Engagement Officer

Line Managed by Chief Executive Officer (Switchboard) who has reporting responsibility to The Clare Project Trustees

Remuneration: £22,443 pro rata (£8,483.80 actual)

Hours: 14 hours

Based: Brighton

Terms: Fixed term contract for 12 months.

Occasional evening and weekend work

25 days annual leave entitlement (full-time equivalent)

**ROLE PURPOSE**

The role will hosted by Switchboard and will support The Clare Project with the main aim of engaging and consulting with trans and/or non-binary people who live, work, study or socialise in Brighton and Hove about their healthcare and council service needs, in order to influence future provisions. Linked to Switchboard’s health and inclusion project the post’s primary role is to help identify and address inequalities with trans and/or non-binary people.

This is a varied and interesting role which offers the opportunity to influence service provision for trans and /or non-binary people. We are looking for a confident and dynamic individual with experience and skills in both community development, engagement and consultation/research. The post- holder will develop and implement trans engagement in association with both Switchboard and The Clare Project

This is a part time post for 14 hours per week (ideally over two days) for 12 months in the first instance. There is a possible extension to the contract until March 2021, subject to funding. This post is jointly funded by Brighton & Hove City Council (BHCC) and Brighton & Hove Clinical Commissioning Group (CCG).

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 trans and/or non-binary people by building a range of engagement methods including online, face to face by organising and attending community events, through local media, and by linking with local trans and/or non-binary groups.
* To design and carry out research on the experiences, needs and views of local trans and/or non-binary people via surveys (online and offline), interviews and focus groups - in order to inform health and local council service developments.
* To support The Clare Project Drop-In and engage with those attending to ensure that these voices are heard.
* To support The Clare Project in the setting up of a second drop in, using this as an additional space for trans and/or non-binary engagement.
* To attend occasional Clare Project Trustee and Drop-In Meetings to report on the work and ensure its alignment with other Clare Project activities.
* To link with Switchboard’s LGBTQ Engagement Officer contributing to desk-based research into trans 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.
* 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 trans and/or non-binary people and to take account of issues of intersectionality.

**GENERAL DUTIES**

* To provide monthly reports on project activities for the CEO and provide reports to funders as needed.
* To provide update reports to The Clare Project Board of Trustees and/or Clare Project Drop-In Committee via the CEO.
* 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**

|  |  |  |  |
| --- | --- | --- | --- |
| **EXPERIENCE** | | **ESSENTIAL (E)/ DESIRABLE (D)** | **HOW ASSESSED** |
| 1 | Experience of planning and delivering community engagement activities, and/or community development experience. | **E** | **A/I** |
| 2 | Experience of designing and delivering social research and/or community  Consultations. | **E** | **A/I** |
| 3 | Experience of writing reports for a variety of audiences / stakeholders | **E** | **I** |
| 4 | Experience of facilitating small groups e.g. community consultation or focus  groups. | **E** | **A/I** |
| 5 | Experience of recruiting, managing and working with volunteers. | **D** | **A/I** |
| 6 | Experience of working for small community organisations. | **D** | **A** |
| **KNOWLEDGE** | | |  |
| 1 | An understanding of the health, wellbeing and social issues trans and/or non-binary people and communities, including understanding of intersectionality. | **E** | **A/I** |
| 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 trans and/or non-binary people. | **D** | **I** |
| 4 | Knowledge of the LGBT community in Brighton & Hove, including trans and/or non-binary communities. | **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** |
| 2 | Excellent communication and networking skills, diplomacy, and the ability to develop and maintain positive relationships with a wide range of people and organisations. An understanding of the importance of confidentially. | **E** | **I** |
| 3 | A proven commitment to promoting equality and diversity and working in an intersectional way. | **E** | **A/I** |
| 4 | Excellent verbal and written communication skills, including presentation skills. | **E** | **A/I** |
| 5 | Proactive, able to take initiative, and to work with minimal supervision, within a defined work-plan and reporting framework. | **E** | **I** |
| 6 | Ability to use social media and other online tools e.g. Mailchimp, Surveymonkey to facilitate consultation or research and to communicate with a range of stakeholders. | **E** | **A/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

**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.*

**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.**

**RECRUITMENT INFORMATION**

**AUGUST 2018 – TRANS ENGAGEMENT WORKER**

**WHO WE ARE**

Switchboard is a charity for LGBTQ people looking for a sense of community, support or information. We connect people and support them directly through specially developed Switchboard services or link them to other specialist organisations.

**Our vision** is for an inclusive and diverse society where all LGBTQ people can realise their own unique potential

**Our mission** as a charity run by and for LGBTQ people working to understand and respond to the needs of all LGBT communities. We do this by;

* **Listening,** to the needs, worries and concerns of individuals,
* **Informing**, individuals of what support is available and making the connections as well as informing policy makers about LGBTQ inequalities
* **Developing**, new services, only when we have established a gap and ideally in partnership with others.

**Our values** are that we are:

* **Supportive**
* **Friendly**
* **Inclusive**
* **Professional**
* **Passionate**

**OUR SERVICES**

**Our current services include:**

* **Helpline:** a supportive, non-judgemental, confidential space run by trained volunteers who listen, inform and support - via a telephone helpline service plus email and web chat support.
* **Trans Survivor’s Switchboard:**  a dedicated helpline supporting trans people who have experienced sexual violence - the first helpline of its kind in the UK.
* **Older LGBTQ** **Project**: social and support drop-ins, trips, training, consultancy and other activities, to reduce isolation and increase well-being.
* **Health & Inclusion Project (HIP):** engages the LGBTQ community in health and wellbeing issues, and gives them the opportunity to have a say about the issues that matter to them.
* **LGBTQ Disability Project**: creating safe, confidential spaces across the city for LGBTQ disabled people to meet monthly and socialise. We work with the group to prompt LGBTQ venues to become more disability-aware and inclusive.
* **Rainbow Café:** a regular meet-up for LGBTQ people living with dementia or concerned about memory loss.  Friends, loved ones and carers are welcome.

**HISTORY**

Switchboard was set up initially as a helpline and we took our first phone call in 1975. Over the years we have responded to the needs within LGBTQ community in Brighton and Hove and in 2001 become a registered charity.

**STAFF TEAM**

Switchboard currently has a staff team made up of the following posts; the Chief Executive Officer, Engagement Officer (Health and Inclusion), Development Worker (Older People), Development Worker (Disabilities), Finance and Admin Officer, Volunteer Coordinator and an Engagement & Communications Officer.

**VOLUNTEER TEAM**

Switchboard has a team of 30 volunteers. The volunteers run the helpline as well as support the running of the Switchboard Groups.

**BOARD OF TRUSTEES**

Switchboard is governed by a Board of Trustees, this consists of 8 elected Trustees, and is currently Chaired by Dawn Draper.

**PARTNERSHIP WITH THE CLARE PROJECT**

Since March 2017 both Switchboard and The Clare Project has received funding from Brighton and Hove City Council and Brighton and Hove Clinical Commissioning Group (CCG) to engage with LGBTQ individuals who live, work and socialise in the City to get thoughts about a range of issues and services relating to health wellbeing and social care.

Switchboard has carried out this engagement through the health and inclusion project (HIP), whilst The Clare Project regular engages with those attending the Clare Project drop-ins.

Switchboard and The Clare Project are now working together to ensure that we link up the engagement of trans and/or non-binary people into this work.

Switchboard will be hosting a Trans Engagement Worker whose work-plan has been set and will be managed between both Switchboard and The Clare Project.

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**ABOUT THE CLARE PROJECT**

THE CLARE PROJECT is a charity that services include a self-supporting transgender support and social group based in Brighton and Hove open to anyone wishing to explore issues around gender identity.

The main activity is our weekly drop in that happens every Tuesday, which aims to provide a safe and confidential place for people to meet with others who share their life experiences, and find information, support and companionship.

More information about The Clare Project at the history of the group can be found at [www.clareproject.org.uk](http://www.clareproject.org.uk)