

**TRANS LINK COORDINATOR**

Dear Applicant

Thank you for your interest in the Trans Link Coordinator role at Switchboard. This post will be employed by Switchboard and forms part of the ongoing Community Navigation Plus Social Prescribing Project delivered in partnership with Together Co.

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 7-8)

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

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

The post is for 21 hours a week (ideally over 3 days) and is for a fixed-term contract until 31st March 2021. 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 - £24,472 pa pro rata (£12,042 - £13,889 actual). Annual leave entitlement is based at 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 forms, but you will be notified whether or not you have been successfully shortlisted for interview.

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 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 by email lyndsay.macadam@switchboard.org.uk

The closing date for applications is **Wed 29th January 2020** (12 noon). Interviews will be held on **Friday 7th February 2020** and will take place in Brighton.

Yours sincerely,

Lyndsay Macadam, CEO

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



**Job Description**

Title: Trans Link Coordinator

Reports to: Chief Executive Officer

Remuneration: £22,443 - £24,472 pro rata (£12,042 - £13,889 actual)

Hours: 21 hours

Based: Brighton

Terms: Fixed term contract until 31st March 2021.

 Occasional evening and weekend work

 25 days annual leave entitlement (based on a full-time equivalent)

**ROLE PURPOSE**

To co-ordinate the Trans Link Project that is being hosted by Switchboard as part of the Community Navigation Plus Social Prescribing Project in partnership with Together Co. You will deliver a person-centred and holistic ‘social prescribing’ service for Trans and/or non-binary individuals. This will involve working with your own case-load of clients as well as coordinating the recruitment, management and support of Trans Link Volunteers who will support individuals.

**About Community Navigators**

Community Navigators are trained volunteers who see people for up to one hour appointments an average of 3-6 times. They work with people to assess their non-medical needs, then research the groups, services and activities that can help. Navigators go beyond simple signposting by facilitating referrals that encourage people to try something new and access the right support. They can make appointments, help fill in forms and form a plan of action to support the person’s needs. This project delivers a service that meets the needs of the Trans and/or non-binary communities in Brighton and Hove by:

 Linking patients with sources of social, practical and emotional support that can help improve their health and well-being and quality of life

 Promoting self-management through the use of person centered methods and an empowering approach that involve people in decisions about the support they access

 Providing a bridge between Primary Care and sources of health and well-being support offered by the Voluntary and Community Sector.

This is a part time post for 21 hours per week (ideally over three days) for a fixed period until March 2021. The post is part of the Community Navigator Plus Social Prescribing Project lead by Together Co and funded by NHS England and Brighton and Hove Clinical Commissioning Group.

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 deliver a person-centred and holistic ‘social prescribing’ service that meets the needs of Trans and/or non-binary individuals in Brighton and Hove.
* To recruit, train and support an effective team of Community Navigator/Trans Link volunteers, organising and carrying out interviews with potential candidates; co- designing and delivering high quality training; providing regular one-to-one and group support, to develop Navigators’ skills and approach; and producing regular communications materials.
* To carry out client assessments maintaining and developing an up to date referrals directory for volunteers to use including collating and presenting regular updates at monthly volunteer meetings.
* Working closely with the CEO, to deliver the team’s agreed prioritiesin line with the partnership with Together Co, including keeping up-to- date accurate records of Community Navigator activities; developing and maintaining effective systems and processes for Navigation; producing written information for GP surgeries and other partners; and designing and carrying out service evaluation.
* Working with the CEO to develop and maintain good working relationships with partner organisations, stakeholders and health professionals and to promote to service to ensure it is visible and well understood amongst Trans and non-binary communities and not duplicating existing support pathways.
* 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.
* To attend meetings and events when appropriate organised by the CCG, BHCC and other local agencies in order to receive and share information.

**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 undertake all work in line with relevant legislation and in line with Switchboard’s 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 co-designing and co-producing services with service users. | **E** | **A/I/T** |
| 2 | Experience of working and supporting vulnerable service users, working ensure person-centred outcomes.  | **E** | **A/I/T** |
| 3 | Experience of working in a solution focussed way and to demonstrate emotional intelligence and resilience, demonstrating flexibility and being pragmatic when required.  | **E** | **I/T** |
| 4 | Experience of facilitating small groups of people, ability to negotiate and comprise when required.  | **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 | An understanding of the health, wellbeing and social issues trans and/or non-binary people and communities, including understanding of intersectionality.  | **E** | **A/I/T** |
| 2 | Understanding of service provision and planning within the NHS and/or the local council and how it affects trans and/or non-binary people. | **E** | **I** |
| 3 | Knowledge of the LGBT community in Brighton & Hove, including trans and/or non-binary communities. | **D** | **I** |
| 4 | 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 | A proven commitment to promoting equality and diversity | **E** | **A/I** |
| 4 | Excellent verbal and written communication skills, including presentation skills. | **E** | **A/I/T** |
| 5 | Proactive, able to take initiative, and to work with minimal supervision, within a defined work-plan and reporting framework. | **E** | **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 state that they have the knowledge and experience without giving a practical example 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**

**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 Project:**  a dedicated drop-in providing support , information and space to trans and/or non-binary people or those who are questioning, especially if they have experienced violence or abuse
* **Older LGBTQ** **Project**: social and support drop-ins, trips, training, consultancy and other activities, to reduce isolation and increase well-being.
* **Health & Inclusion and Trans Engagement Project (HIP):** engages the LGBQ, Trans and Non Binary communities in health and wellbeing issues, & 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.
* **Grief Encounters**: a peer support group for LGBTQ people who have experienced a bereavement.

**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), Trans Engagement Officer, 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 volunteers who run the helpline as well as supporting 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.

More information about Switchboard, our strategy and latest accounts can be found on [www.switchboard.org.uk](http://www.switchboard.org.uk)

**WORKING IN PARTNERSHIP WITH TOGETHER CO**

Switchboard works in partnership with Together Co and this role forms part of the Community Navigation Plus Social Prescribing Project. Other partners include the Trust for Developing Communities (TDC), Sussex Interpreting Services (SIS) and Friends, Families & Travellers (FFT). Each partner is responsible for ensuring that the service is delivered into particular communities in the City. Switchboard’s focus is the LGBTQ community, with a particular focus on trans and/or non-binary or gender questioning individuals.

To get a better idea of the Community Navigation Plus Social Prescribing Project, please follow this link <https://www.youtube.com/watch?v=XFUjZsr4N_E>

**GDPR AND OUR APPLICATION PROCESS**

**DATA YOU SHARE WITH US**

Any data that you share with us in your CV and supporting letter will be used for recruitment purposes only. We have a legitimate interest to some of this data in order to shortlist your suitability to the post.

**WHO WILL SEE THE DATA**

The only people viewing the data will be those receiving the application, those shortlisting for the post and those on the interview panel. Should you be offered the post, then the Administration Officer will then have access to your data to set up the HR systems that are required for the role.

**WILL WE SHARE YOUR DATA?**

Your data will not be shared outside of Switchboard. It maybe that an external stakeholder is invited to be on the interview panel and in this instance systems will be put in place to ensure that data does not leave Switchboard.

**WHERE WE FIND CANDIATE DATA**

The only data that we would have about you is anything that you chose to share with us through your application form.

**HOW WILL WE PROCESS YOUR DATA**

Your data will be sent to us via email and will be kept on our shared drive for the purposes of shortlisting and, if shortlisted interview. Those shortlisting will have access to the shared drive and in the instance of an interview a copy of your CV and covering letter maybe printed in a hard copy for interviews to look at. Any data that identifies you would be omitted from any hard copies printed and all copies would be destroyed after the interview process.

**HOW LONG WILL WE KEEP YOUR DATA**

All data will kept for one month after the shortlisting and interview process, after this time it will be destroyed. Should you be offered employment then this data may be transferred to your HR file.

**YOUR RIGHTS**

You have the right to be forgotten, to rectify or access the data we have about you, to restrict processing, to withdraw consent and to be kept informed about the processing of your data.

**HOW WE PROTECT YOUR DATA**

Our general privacy policy can be found <https://www.switchboard.org.uk/privacy-and-cookies/>