Dear Applicant,

Thank you for your interest in the position of **Rainbow Café Development Worker** at Switchboard in Brighton and Hove.

This year we’re celebrating our 45th birthday, and this landmark makes Switchboard the longest-running LGBT organisation in Brighton and Hove. This an important and exciting time to be joining the charity. Despite the challenges of 2020, Switchboard is in a solid position and we are looking forward to welcoming new colleagues to our team. Our vital work has never been more needed.

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. Switchboard’s dedicated staff team run a number of services that offer information and support, befriending and social prescribing for LGBTQ communities.

We are now looking to recruit a Development Worker for our Rainbow Cafe. This is one of Switchboard’s frontline projects, working with LGBTQ people impacted by dementia or memory loss, and their carers.

If you are interested in applying, please read the application pack and return an application form to us by **5:00pm on November 11th, 2020.**

For your information, interviews for this post will be held on **Monday 23rd November 2019**

If you would like to speak to further about this role, please contact me at Jacob.bayliss@switchboard.org.uk

With best wishes,  
  
**Jacob Bayliss** (he/him)  
Chief Executive Officer

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**Job Description**

Title: Rainbow (Dementia) Café Coordinator

Reports to: Chief Executive Officer

Remuneration: £24,250 pro rata (£4,670 actual)

Hours: 7 hours – 1 day per week

Based: Currently home-based with Brighton office access in line with Covid-19  
 restrictions.

Terms: Initial 6 month fixed term contract, with a hope to extend in line with funding.

7 flexible hours per week  
Annual leave entitlement is based at 25 days for a full-time equivalent leave entitlement, plus additional Christmas closure days and paid bank holidays.

**ROLE PURPOSE**

We are seeking someone with excellent people and project delivery skills to support LGBTQ communities in Brighton and Hove who are experiencing dementia or memory loss through our Rainbow Café project.   
  
Switchboard’s Rainbow Café has been delivering a vital service for the past 4 years, and we are looking for someone who can continue to develop and manage this service, working with LGBTQ people living with dementia, their friends, families and carers to design, create and deliver the support systems that they want.

The project will be based in Brighton and Hove and will involve engaging with individuals within our LGBTQ communities, building trust and supporting people to attend group sessions.

Deadline for applications is 5:00pm on November 11th.

Interviews will be held on the 23rd via Zoom with a small panel.

For more information or an informal conversation about the role or application process, contact Jacob Bayliss at [Jacob.Bayliss@Switchboard.org.uk](mailto:Jacob.Bayliss@Switchboard.org.uk)

**Main Duties**

* To manage the delivery of the Rainbow Café – an LGBTQ specific group for LGBTQ people living with dementia.
* To work with other local agencies to promote the Rainbow Café to ensure that all LGBTQ individuals affected by dementia or memory loss are aware of this provision and support.
* To involve and be guided by those living with dementia as to planning future provision.
* To explore covid-safe delivery models and find creative ways to support and connect individuals through the winter months.
* To collect and collate monitoring data in all activities including diversity monitoring in our new CRM software CharityLog, in order to evidence project outcomes.
* 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 work alongside the volunteer coordinator to involve a group of volunteers in the running of the Rainbow Café.
* To work with other organisations to ensure that the needs of LGBTQ individuals living with dementia are understood and that best practice is shared with those wanting to ensure fully inclusive services.

**General Duties**

* To provide quarterly 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 with the organisations policies and procedures.
* To undertake any other duties that might reasonably be requested and are appropriate to the role.

**PLEASE NOTE**  
  
We welcome applications from the trans, non-binary, intersex and gender-variant community.  
Further to this, we recognise that Black and non-black people of colour are under-represented in our team.  
As a course of positive action in order to improve community representation in our team, we actively encourage applications from people from these under-represented groups.

**PERSON SPECIFICATION**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **EXPERIENCE** | | **ESSENTIAL (E)/ DESIRABLE (D)** | **Assessed At: Interview (I) / Application (A)** | | |
| 1 | Experience of planning and delivering community led services working in coproduction with those using the services. | | | **E** | **A/I** |
| 2 | Experience of working with individuals living with or affected by dementia or memory loss. | | | **E** | **A/I** |
| 3 | Experience of recruiting, managing, and/or training volunteers. | | | **E** | **A/I** |
| 4 | Experience of writing reports for a variety of audiences / stakeholders | | | **D** | **A** |
| 5 | Experience of working for a charity/community organisation. | | | **D** | **I** |
| 6 | Lived experience of belonging to the LGBTQ community / identifying as LGBTQ+ | | | **D** | **A/I** |
| **KNOWLEDGE** | | | | |  |
| 6 | A knowledge and understanding of dementia and the additional barriers and complexities that those identifying as LGBTQ might face. | | | **E** | **I** |
| 7 | A knowledge and understanding of some of the latest research in terms of supporting those living with dementia. | | | **E** | **A** |
| 8 | Knowledge of the LGBTQ community in Brighton & Hove. | | | **D** | **I** |
| 9 | Knowledge and understanding of partnership working and the ability to forge  Partnerships and develop projects strategically. | | | **D** | **A/I** |
| **SKILLS** | | | |  |  |
| 10 | Good listening skills, able to advocate for and support those living with dementia and their friends, families and carers. | | | **E** | **A/I** |
| 11 | Confidence and ability to facilitate diverse groups of people in activities and meetings. | | | **E** | **A/I** |
| 12 | Confidence and ability to lead and work on your own initiative | | | **E** | **A** |
| 13 | A proven commitment to promoting equality, diversity and intersectional inclusion. | | | **E** | **A/I** |
| 14 | Excellent verbal and written communication skills, including presentation skills. | | | **E** | **A/I** |
| 15 | Ability to contribute to funding bids for the continuation or expansion of the project. | | | **D** | **A/I** |

These skills and competencies will be tested in the application form and subsequently within the interview process. All successful applications are subject to satisfactory references and an enhanced DBS check and the post is subject to a probationary period.

**ABOUT SWITCHBOARD**

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**:

* **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 project supporting trans and/or non-binary people who have experienced sexual violence - the first 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.
* **Trans Link Project:** a social prescribing project that aims to link trans and/or non-binary individuals into health and wellbeing activities across the City.
* **LGBTQ Inclusion Award:** a training and consultancy award programme to support services in creating inclusive and affirmative environments for LGBTQ patients, clients, or customers.

**Guidance 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.

We short-list based solely on the information in your application form, so please ensure that you follow the guidelines for completing the form and that you address each point marked ‘A’ on the person specification so that we can judge your suitability for the role.

Page 6 of the application form asks you to tell us about your ‘**Experience, Knowledge & Skills’.** In this section you must show how you meet the criteria set out in the person specification section of the job description. Switchboard requires the successful applicant to demonstrate **through specific examples** that they have both the knowledge, technical skills and experience to fulfil role requirements.

The Person Specification will state what essential (marked using an E) qualities are required for the job. These are prerequisites for the job. Desirable qualities would be examples that would enhance your suitablity for the post by are not prerequistes for the job. If you don’t meet a desirable point on the person specification you do not need to address it in your application.

At the top of the Person Specification there is a box which shows you how each point will be assessed. You need to provide an example for each point with an ‘A’ in the right hand column. You must **describe a real situation** that you have played a significant part in. We might ask you to talk more about these at interview.

|  |  |  |
| --- | --- | --- |
| **Person Specification** | |  |
| **What is Switchboard is looking for?** | **Is it essential (E) or desirable (D)?** | **How do we check if you have it?**  **Application = A**  **Interview = I** |

**Accessibility:** If you would prefer to submit your application in another way, or different format, please do get in touch. Likewise, if you require assistance and/or have any questions regarding the application process, please do not hesitate to contact us

**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:

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

**Example of a poor response:**  
*I have experience of designing and delivering community consultations. I am extremely skilled when it comes to writing questionnaires and am passionate about community consultation. I have the skills and experience to be able to deliver research for Switchboard.***Why is it poor?** *This answer gives us no tangible evidence that the applicant has experience. They could have used a specific example of a consultation they were involved in, a training they had attended, or examples of times they had used certain skills or gained experience that would lend itself to delivering research.*

**Example of a good 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.***Why is it good?** *This person gives several specific scenarios in which they have demonstrated their ability to design and deliver social research. They explained what they were responsible for and helped us understand how they did it.*

**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.**  **You will be notified on the outcome of shortlisting.**

**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/>