

Switchboard



Connecting you to LGBTQ support

SAFE ACCOMODATION LGBTQ+ DOMESTIC ABUSE
CASEWORKER

APPLICANT INFORMATION PACK

December 2022



WELCOME

Dear Applicant,

Thank you for your interest in the position of Safe Accommodation LGBTQ+ Domestic Abuse Caseworker

On the following pages you will find more information about Switchboard, the role and how to apply.

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PROUD SINCE '75

Who Are We?

In 2025 we celebrate our 50th birthday, and this landmark makes Switchboard Brighton's longest-running LGBTQ organisation.

This an important and exciting time to be joining our growing charity, and our vital work has never been more needed.

Switchboard amplify, connect and support LGBTQ people across Sussex. We serve over 5000 people every year through our 'by and for' services.

Our Vision

is an inclusive and diverse society in which all LGBTQ people can realise their own unique potential.

Our Mission

as a charity run by and for LGBTQ people, is to work to understand and respond to the needs of all LGBTQ communities in Sussex. We do this by listening, informing, and developing.

THE ROLE

SAFE ACCOMMODATION LGBTQ+
DOMESTIC ABUSE CASEWORKER

Reporting to: Head of Services

Location: Brighton

Hours of Work: 37

Salary: £26,000 to £27,500 (dependant on experience)

Switchboard's Domestic Abuse service provides a holistic and affirming support to LGBTQ victims and survivors of domestic abuse across Sussex. The role will involve casework with victims and survivors, as well as creative outreach and awareness raising of our service among the LGBTQ community and local housing and domestic abuse sectors.

If you are a passionate LGBTQ advocate with knowledge of the unique needs and inequalities faced by our communities and have experience of casework or working within a busy frontline role, then we would love to hear from you.

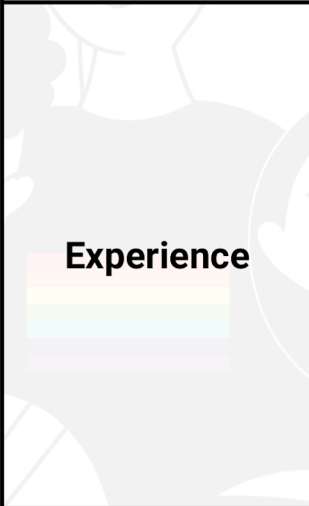
The project will involve engaging with LGBTQ groups and individuals, listening carefully to the voices of victims and survivors and adapting your approach, building trust and supporting people to access Switchboard services, safe accommodation, and other services they may need.

KEY RESPONSIBILITIES

- Managing a caseload of LGBTQ domestic abuse survivors across Brighton and Hove, supporting them with their housing needs
- Delivering high quality, holistic assessments to those who are experiencing domestic abuse and homelessness
- Providing a high level of safety and personalised support planning in line with safeguarding procedures
- Finding creative ways to promote and raise awareness of the service within local LGBTQ communities
- Working with other organisations to ensure that the housing needs of LGBTQ individuals experiencing domestic abuse are understood and best practice is shared
- Working in a joined-up way, both internally and externally, to share information on a need-to-know basis, build referral pathways, create a structured offer of support, and manage risk effectively
- Devising and delivering 6 training sessions on domestic abuse and homelessness
- Providing urgent housing support to those who present as homeless and needing immediate assistance, possibly through the form of an emergency council placement or hotel stay
- Providing referral pathways to relevant local and specialist agencies and advocate on behalf of clients to access these services where appropriate (such as refuges, private rented accommodation, or supported accommodation projects)
- Working within multi-agency partnership structures and settings, including participation at MARAC's
- Working with the Switchboard team to carry out periodic case reviews based on a review of risk and abuse
- Gathering, managing and evaluating data, reporting on project activities, remaining up to date with best practice and legislation, attending supervision sessions and contributing to team meetings. Working within the organisation's policies and procedures, and undertaking any other duties that might reasonably be requested and are appropriate to the role



PERSON SPECIFICATION

 <p>Skills, Abilities & Knowledge</p>	<ul style="list-style-type: none">• A knowledge and understanding of the additional barriers and complexities that LGBTQ+ people experiencing domestic abuse and homelessness might face• Ability to provide professional and friendly support to vulnerable people, dealing calmly and confidently with emotional and difficult situations• Excellent organisational skills and the confidence and ability to lead, prioritise and work on your own initiative• Computer literacy skills and ability to work with software like Outlook and client databases• A working knowledge of safeguarding best practice• To be able to advocate for survivors and ensure their voice is heard in providing solutions to their housing situation• Knowledge of the housing sector, legislation, and entitlement for those experiencing domestic abuse and homelessness
 <p>Experience</p>	<ul style="list-style-type: none">• Experience of providing 1 to 1 support, advice or information to vulnerable people/communities• Lived experience of belonging to the LGBTQ community / identifying as LGBTQ+• Experience of managing a client caseload, support work, and/or working within frontline service delivery
 <p>Behaviours</p>	<ul style="list-style-type: none">• A proven commitment to promoting equality, diversity and intersectional inclusion• A strong belief in Switchboard's vision, mission and values• Committed to learning and development• Comfortable with receiving and providing feedback and challenge

OUR PROJECTS & SERVICES

Originally set up as a helpline in 1975, we've grown to deliver much more in response to needs we've identified.

This exciting new role will be supporting Switchboard to continue innovating, developing and delivering and developing services, by and for LGBTQ people in Sussex.

Training

Older
People

Trans and
Non-Binary
Link

Dementia
Support

Helpline

Health &
Inclusion

Grief
Encounters

Domestic
Abuse

OUR BENEFITS



Flexi-time and flexible working



37 days of paid leave (FTE, including bank holidays)



Staff Wellbeing Offer, including paid for flu jabs, eye tests, access to counselling, and a crisis fund



City centre office location, newly refurbished offices with free refreshments & snacks



Staff training budgets & personal growth goals



Regular socials and activities for staff and volunteers



HOW TO APPLY



Send the application form provided to info@switchboard.org.uk



Deadline for applications is 5pm on December 14th 2022

PLEASE NOTE:

We recognise that Black and non-Black people of colour are under-represented in our team and we actively encourage applications from people from these under-represented groups. To this end, we guarantee an interview to any applicants who are BIPOC and meet the minimum requirements of the role.

We value lived experience and unpaid work and labour in our recruitment processes.

All of our services operate from an explicitly trans inclusive standpoint. We believe trans people are who they say they are, non-binary identities are valid, and our services are focused on intersectional inclusion. Our service is for all genders and all LGBTQ sexual orientations. All employees and ambassadors of Switchboard are expected to represent these values in their work.



For more information or an informal conversation about the role or application contact john.hammond@switchboard.org.uk

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. **We do not accept CV's or covering letters - all the information you want to share with us must be included on the application form provided.**

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 on the person specification so that we can consider your suitability for the role.

All applicants will be notified on the outcome of shortlisting. Due to the high volume of applications we often receive, we are unable to provide detailed feedback for those who are not shortlisted for interview.

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:

The application form asks you to tell us about your 'Experience, Knowledge & Skills'. In this section you show how you meet the criteria set out in the person specification section of the job description. Wherever possible, provide a real example telling us how you have demonstrated what is required. Applicants who simply state that they have the knowledge and experience are unlikely to be short-listed for interview.

Some people find the STAR Method a useful way to structure their answers. There are further examples on the next page.

Example of a poor response:

I have lots of experience of designing and delivering community consultations. 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:

I have experience with writing questionnaires and am passionate about community consultation. 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 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 taking up both exercise and a group activity. My contribution included coordinating data collection in the form of focus groups, telephone discussions, and online/paper questionnaires. I presented the final report with recommendations to the GP consortium, and the research has been used in a national health project. In my volunteer role I was required to conduct interviews with service users at various stages in a research project, write questionnaires and input data 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 to set up extra services that run alongside the lunch club for people living 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.

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 CANDIDATE 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 interviewers 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/>