



## Support Worker

## Candidate Pack

A promotional banner with a vibrant, abstract background of red, orange, yellow, green, and blue splatters. A large white cross is positioned on the left side. The text 'DUMFRIES & GALLOWAY' and 'LGBT PLUS' is written in bold white letters. To the right, contact information and a mission statement are provided in white text. At the bottom, a list of services is separated by asterisks.

[www.lgbtplus.org.uk](http://www.lgbtplus.org.uk)  
[info@lgbtplus.org.uk](mailto:info@lgbtplus.org.uk)

**DUMFRIES  
&GALLOWAY  
LGBT  
PLUS**

For LGBT Plus people  
and their families across  
Dumfries and Galloway

EVENTS \* SUPPORT \* VOLUNTEER \* TRAINING

# Introduction

All human beings are born free and equal in dignity and rights.

*" Universal Declaration of Human rights"*

Although most of us believe in this principal LGBT people are not always treated equally because of prejudice and discrimination. As an organisation, we are committed to supporting the legal rights of the LGBT Plus community.

Dumfries & Galloway LGBT Plus (D&G LGBT Plus) is a Scottish Incorporated Organisation Charity set up in January 2015 for lesbian, gay, bisexual, transgender, queer, questioning and others similarly affected by minority issues of sexual orientation and/or gender identity, for example, intersex, asexual or pansexual people as well as their families allies and supporters.

Within Dumfries & Galloway and surrounding regions, we promote equality and diversity and advance human rights by helping our members to live happier, safer, more active and healthier lives and engage more confidently within their communities.

We work with organisations and communities across Dumfries and Galloway so they can better support, include and value the LGBT Plus Community.

Further details about D&G LGBT Plus and our current work can be found on our website: [www.lgbtplus.org.uk](http://www.lgbtplus.org.uk)

## Recruitment Process

We welcome your interest in D&G LGBT Plus and in the Support Worker (Adults) post. The candidate pack outlines the role and skills we are looking for, as well as the selection process and timelines you can expect. In the first instance, we ask you to complete the application form.

Please note, the deadline for applications is **5pm Friday 16 July 2021** We aim to contact short-listed applicants by **Friday 23 July 2021** therefore please ensure that your application includes an email and phone number where you can be easily contacted.

Interviews are scheduled via Zoom the week beginning **Monday 26 July 2021**

We require you to be available for interview on that week. The interview process will be in two parts. Firstly, a formal interview followed by a role play session on supporting the LGBT Community.

Applications should be emailed to [jain@lgbtplus.org.uk](mailto:jain@lgbtplus.org.uk).

However please post your diversity monitoring form to us, as per instructions provided on the form.

**Please note, due to time constraints, applicants who are not short-listed for interview will not be contacted.**

# Role Profile

Role title	Support Worker ( <b>Adults</b> )
Responsible to	Service Manager
Responsible for	Support Delivery in Dumfries and Galloway
Location	West (Stranraer) Burns House, Harbour Street DG9 7RD East (Dumfries) Newall House, Newall Terrace, Dumfries DG1 1LW
Hours per week	<b>21 hours per week</b> to be worked flexibly
Starting salary	£23,896 per annum (pro rata; based on 21 hours per week)

## Main Purpose of Role

This post represents a unique opportunity to play a key role in the ongoing development of the Service which works to promote the health, wellbeing, and equality of lesbian, gay, bisexual and transgender (LGBT) people across Dumfries and Galloway.

The organisation has an ambitious vision, a strong focus on addressing health inequalities, improving mental health, health, and wellbeing, and reducing social isolation.

In addition, the post holder will also be expected to contribute to the development of new services in line with organisational strategic objectives and contribute to working with the team to secure funding to sustain services, as well as for new initiatives.

The post holder will be required to work flexibly, including some evening and occasional weekend work.

The Support Worker will integrate as part of a team delivering a Dumfries and Galloway region wide capacity building, working with LGBT community, families and the agencies that exist to support them.

The Role will specifically:

- Provide face to face, online, and telephone advocacy and support
- Support the delivery of short courses, workshops for LGBT people, families, and partner agencies.
- Support the delivery of the regional Drop in /Meet Up, health and wellbeing events.
- Support the delivery of LGBT awareness training.

The Key Tasks of the role include:

- Supporting LGBT Plus people with long term conditions (LTCs) and mental health issues, their care providers, and families in aspects of advocacy, and support face to face, online, and on the telephone.
- Updating records and recording member's information in a safe and secure way.
- Support D&G LGBT Plus in the wider organisation reasonable activities when required.

All LGBT Plus staff to:

- Promote and adhere to D&G LGBT Plus's Equality & Diversity, Data Protection, Information Governance and Confidentiality Policies and Code of Conduct.
- Promote and maintain health and safety regulations, practices, and conditions as per policies.
- Take responsibility for the security of buildings and their contents.
- Attend meetings, conferences and undertake training, supervision and appraisals as appropriate.
- Support D&G LGBT Plus in the organisations other activities as required.
- Participate in events e.g. TDOR, World AIDS Day, Pride, LGBT History Month, fundraising and campaigning activities as appropriate.
- Adhere to our rights & responsibilities.
- Adhere to our general standards of performance and behaviour (LGBT Plus Policy)
- Adhere to the D&G LGBT Plus constitution (see D&G LGBT Plus website)

<https://lgbtplus.org.uk/wp-content/uploads/2018/02/DGLGBTPLUS-Constitution.pdf>

## Place of Work

The successful post holder will be based at our office at Burns House, Stranraer (West) or at Newall House Dumfries (East) depending on support and activities.

*If the post holder lives nearer to one office than the other, they can have that as their preferred location base.*

Due to Covid-19 restrictions, all staff have been working from home since March 2020, and no face-to-face services are currently being delivered. Our overall services are currently being delivered online. We will continue to follow Scottish Government advice around the route map as to our expected return to office working.

When we return to office working, some travel will be required to our Dumfries and Stranraer Offices, along with other locations around Dumfries and Galloway.

*Mileage reimbursement cover is provided*

## Principal Responsibilities

Alongside the Support Worker responsibilities, the post holder is expected to work closely with the following colleagues: Chairperson of Board of Trustees, Service Manager, Support Team and Volunteers.

The Support Workers main duties and responsibilities will be to:

- 1 Manage the delivery and continuous development of the organisation's Support Services and initiatives in line with relevant strategic and operational workplans.
- 2 Have responsibility for direct line management, objective setting and performance management of role, providing regular structured support and supervision of volunteers.
- 3 Oversee the development of project workplans, ensuring that services meet agreed outcomes.
- 4 Coordinate the setting up and running of group sessions, group work, workshops.

- 5 Attend and contribute to working with partner Services to build strong and resilient teams that work together to achieve our common goals.
- 6 Attend and contribute to local and organisational team meetings, team development day and other working groups as required.
- 7 Develop and sustain strong, positive relationships and networks with key partners across the voluntary and statutory sector.
- 8 Take an active role in the overview of Support delivery in the region.
- 9 Feed into funding bids as requested by the Service Manager and or Board of Trustees.
- 10 Work with the Service Manager to ensure the marketing of the Organisation, through the website, Newsletters, social media, and printed publicity is delivered on time.
- 11 Ensure that volunteers are aware of, and adhere to, the organisation's policies and procedures and contribute to the review and development and development of operational policies and procedures as relevant.
- 12 Attend relevant meetings, events, conferences, and training to represent the organisation and as part of continuing professional development.
- 13 Work as part of the staff team, attending team meetings, undertaking supervision and annual appraisal with the Service Manager, working closely with colleagues and carryout relief cover for Support as required (online and telephone support)
- 14 Work in accordance with all D&G LGBT Plus policies and procedures, including equality and diversity, health and safety, confidentiality and financial systems, data protection, GDPR.
- 15 Work occasional evenings and weekends to ensure programme delivery and attend meetings and other functions as required, for which time off in lieu (Toil) can be taken.
- 16 Carry out any other duties as may be determined from time to time by the Service Manager which may be reasonably required of the post holder relevant to the main purpose of the post.

**These responsibilities will be reviewed annually and may be subject to change.**

## Person Specification

Skills / Attributes	Essential (E) / Desirable (D)
<b>Experience / Qualifications</b>	
Experience or qualification in support, counselling, mental health or equivalent	E
Experience of working with people with mental ill health	E
Direct experience of working with a wide range of vulnerable people	E
Experience of working with vulnerable adults	E
Experience of networking and partnership working with other third sector, health and statutory Organisations, developing strong partnerships and joint working	E
Experience of working with volunteers and/or volunteering	E
Experience of facilitating groups	E
Experience of planning and developing new initiatives	E
Experience of evaluation and monitoring to demonstrate impact	E
Experience in delivering training and presentations	E
Experience of project management including planning, developing, implementing, and evaluating projects to set deadlines and within fixed budgets	D
Understanding of marketing, promotion, and social media platforms	D
Experience of working with the trans community	D
Experience of writing reports to demonstrate impact	D
Experience of community consultation	D
<b>Knowledge / Understanding</b>	
Knowledge of key statutory and voluntary sector Organisations in Dumfries and Galloway	E
Understanding of good practice in staff and volunteer management	E
Understanding of, and commitment to, diversity, human rights and addressing health inequalities	E
Knowledge of key research and strategic documents with LGBT Communities	E
Cultural competence in relation to working with LGBT people	D
Understanding of a community development and engagement approach	D
Understanding of rights and entitlements of refugees and asylum seekers, key statutory and non-statutory agencies, and LGBT-specific issues	D

Skills / Attributes	Essential (E) / Desirable (D)
<b>Skills / Abilities</b>	
Ability to consult and work with community members, staff, and volunteers	E
Ability to develop effective day to day service delivery models and review workplans	E
Excellent organisational, planning and time management skills; ability to work to deadlines whilst remaining responsive to events and varied demands	E
Excellent communication and interpersonal skills and the ability to work sensitively with a wide variety of people at all levels	E
Computer literacy in social media, Microsoft Word, Excel, Outlook, PowerPoint, and Office 365	E
Good written English and proven ability to produce high quality, relevant, clear, and impactful reports	E
Ability to work effectively on own initiative and as part of several cross organisational and project-specific teams	E
Ability to develop systems for monitoring and evaluation, maintain accurate records and statistics	E
Ability to be self-administering in terms of IT	E
Flexible attitude to the demands of the post and the needs of the organisation	E
Motivated, enthusiastic, resilient, proactive and solution focused	E
Driving Licence*	E

*\*The role is required to have a driving licence and access to a car to travel across Dumfries and Galloway.*

*Mileage reimbursement cover is provided.*

# General Terms and Conditions of Employment

## Salary

The salary for the post is £23,896 per annum (**pro rata; based on part-time 21 hours per week**)

Your salary will be paid monthly in arrears, on or around the 28th of each month, direct to your bank/building society account and subject to normal statutory deductions for National Insurance, Pension and PAYE Income Tax.

## Hours of Work

Your hours of work are **21 hours** per week, with a minimum of 30 minutes break for lunch each day (unpaid). These working hours are flexible, weekend and evening work will at times be necessary. Time off in lieu (TOIL) will be available under the terms of the existing policy.

## Location of Post

The postholder will be based at our offices in Stranraer or Dumfries. Some travel will be required to attend meetings or events (as outlined in the job description).

Due to Covid-19 restrictions all staff have worked from home since March 2020. We are continuing to follow Scottish Government advice contained within the route map as to our expected return to office working.

Our Offices in Stranraer are at Burns House, Harbour Street DG9 7RD

Our Offices in Dumfries are at Newall House, Newall Terrace, Dumfries DG1 1LW

## Probationary Period

New employees' employment is subject to satisfactory completion of a 3-month probationary period. The organisation reserves the right to extend this period at its discretion. The organisation will assess and review your work performance during this time and reserves the right to terminate your employment at any time during the probationary period.

## Funding

Funding for this post comes from arrange of funders, the post is permanent however is dependent on maintaining or securing new funding streams.

## Annual Leave and Public Holidays

Paid holiday entitlement is 25 days per annum pro rata (plus 10 public holidays), calculated pro rata from the anniversary date of your employment. The holiday year runs from 1<sup>st</sup> April to 31<sup>st</sup> March.

The organisation recognises the following 4 public holidays, and you are expected to take these days as a holiday; 25<sup>th</sup> December, 26<sup>th</sup> December; 1<sup>st</sup> January and 2<sup>nd</sup> January. The remaining 6 days public holiday entitlement can be taken throughout the leave year.

All periods of annual holiday must be authorised in advance by your line manager. You are required to submit holiday requests in writing to your line manager as early as possible, normally giving a minimum of two weeks' notice. Requests for annual holiday will normally be granted on a 'first come, first served' basis.

For a full-time post, no more than 5 annual leave days can be carried forward from the previous annual leave year. Any carryover request should be made to your line manager and this leave must be used in the first quarter of the new leave year.

## Compassionate Leave

In the case of urgent distress or crisis or in the light of a particular domestic situation, you may be entitled to up to 5 working days leave on full pay at the discretion of your line manager.

## Notifying Sickness

If you are absent from work owing to sickness or accident you must notify your line manager before 10am on the first day of absence. If you are absent from work for up to 7 working days (including weekends and public holidays), you must complete a self-certification certificate on the day of your return to work and

hand it to your line manager. If you are absent for more than 7 days, you must obtain a medical certificate and send or give it to your line manager.

On your return to work after any period of absence you must complete an absence form and have a Return-to-Work meeting with your line manager.

### **Maternity, Parental and Adoption Leave**

Staff are entitled to statutory maternity leave only. Staff are expected to give their line manager a minimum of 21 days written notice of pregnancy and intention to take maternity leave.

Staff are entitled to statutory paternity leave only. Co-parents will be entitled to the same leave as available under paternity leave regulations. Staff are entitled to statutory adoption leave only.

### **Pensions**

The organisation has a qualifying workplace group pension scheme which is provided by TPT Pension Solutions. After your first three months of employment, you may be eligible to join the scheme as detailed in the Pensions Act 2008 (pensions auto enrolment). The organisation will pay 3% of your gross salary (reviewed yearly by the Board of Trustees) as an employer pension contribution. Employees will be required to make an employee contribution to satisfy the government legislation's minimum total contributions.

### **Expenses**

When you are travelling or otherwise involved in the organisation's business, the organisation will pay your reasonable travelling and out of pocket expenses. You should obtain receipts and present all expense claims for approval by your line manager as requested, ensuring claims are for no more than three months of expenditure. The organisation reserves the right to refuse to pay an expense claim where the expenditure is unreasonable, disproportionate, or unnecessary.

### **Notice**

The first three months in post is designated as a probationary period. During the 3 months of probation, the organisation may terminate this contract of employment in writing giving one week's notice, in line with the performance appraisal policy. During month two to three, the minimum period of written notice of termination of the Contract of Employment is one month by the organisation or the employee.

Following successful completion of the probationary period the notice period given by the organisation to the employee is one calendar month; equally the employee must give 1 months written notice to their line manager.

The organisation may exclude these notice provisions in the event of your dismissal for gross misconduct.