



## **JOB DESCRIPTION**

### **Support Worker (Adults)**



# Introduction

Dear Applicant

Thank you for your interest in working with D&G LGBT Plus

## Who are we:

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 LGBTQIA people are not always treated equally because of prejudice and discrimination. As an organisation, we are committed to supporting the legal rights of the LGBTQIA 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)

## Equality Statement

D&G LGBT Plus embraces and celebrates diversity and equal opportunity for all. The more inclusive we are, the better we can make our communities. We are committed to building a diverse and inclusive team which leads to better discussion, decision making and impact.

It also better reflects the community and society we support. We want to hire the right candidate for the role and are committed to promoting the human rights and dignity of each human being, including equality of opportunity inclusive of sexual orientation, gender or transgender identity, race, age, disability, religion or belief and socio-economic status.

We work to ensure that our services are accessible for all, and people's experience and outcomes are positive and that there is an inclusive working environment for all staff and volunteers.

We support flexible working arrangements and adjustments where needed.

# Recruitment Process

We welcome your interest in D&G LGBT Plus and in the Support Worker (LGBTQIA 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 Monday 17 January 2022**

We aim to contact short-listed applicants by **Friday 21 January 2022** therefore please ensure that your application includes an email and phone number where you can be easily contacted.

Interviews are scheduled at this time via Zoom the week beginning **Monday 24 January 2022**

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 [iain@lgbtplus.org.uk](mailto:iain@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 (Adults)
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>14 hours per week</b> to be worked flexibly across the working week
Starting salary	£23,896 per annum (pro rata; based on 14 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, Transgender, Queer (or questioning their gender identity or sexual orientation), Intersex, Asexual (or Allies) (LGBTQIA+) 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 LGBTQIA 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 LGBTQIA 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 such as 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).

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

Due to Covid-19 restrictions, all staff have been working remotely 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 and NHS 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.*