



# Welcome!

Welcome to the intercom Trust – you are on your first step towards becoming part of the team.

We are now one of the largest LGBT+ charities in the UK. This growth has come about due to of our amazing, passionate, committed and dedicated team of staff and volunteers, who make a real difference to the lives of the people we work with.

### **Our Values**

*Intercom is a community-led LGBT+ specialist organisation that:*

- has high professional standards;*
- promotes equality and justice;*
- is confidential and trustworthy;*
- is transparent and has integrity;*
- is fair, inclusive, non-judgemental, and respectful of difference.*

### **Our Vision**

*Working together to build a South West where people respect, celebrate and engage with diverse sexual orientations and gender identities; and where LGBT+ communities live with real equality.*

We provide direct help, support and advocacy to more than 2,500 individuals per year (and rising year on year) through our different projects, helpline, direct one-to-one support and our group work. We also have our dedicated LGBT+ domestic abuse and violence Safer Rainbow Project, and our dedicated schools workers who provide a safe space in more and more schools every year. Our counselling project provides therapy from our three offices in Exeter, Plymouth and Truro. Our YAY (Young and Yourself) LGBTQ+ youth group runs from our Truro office. We provide more CPD accredited training and consultation than ever before.

I am so proud of our amazing, passionate, committed and dedicated team of staff and volunteers, who make a real difference to the lives of the people we work with.

I believe Intercom is a fantastic charity to work for, a place where you can be your authentic self; we know that without our amazing team thriving, the trust would not thrive and grow to meet the demands of our ever growing client base. We have worked hard over the years to make Intercom Trust what it is today, and we continue to grow and develop to meet the needs of our fabulous communities.

***Thank you for your interest and I look forward to receiving your application to see the skills and experience you can bring to our team.***



*Andy Hunt*  
CEO

[www.intercomtrust.org.uk](http://www.intercomtrust.org.uk)



Lesbian, gay, bisexual and trans+ people in the South West

Registered charity 1171878

## **LGBT+ Independent Domestic Violence Advisor Safer Rainbow Project**

- Hours: 35 per week (full-time)
- Salary: £26,500 + 5% pension contribution p.a.
- Based in: Exeter - covering all of Devon, including Torbay and Plymouth
- Start date: April 2025
- Holiday: 20 days per annum plus public holidays (rising 1 day per year up to 25 days)
- Funding: This post has initial funding until 31<sup>st</sup> March 2026.

This is an exciting project formed to enhance the provision of domestic abuse support to lesbian, gay, bisexual and trans+ people across Devon. The successful candidate will be responsible for the ongoing development of this Safer Rainbow Project.

The role will support victims of domestic violence, providing trauma stabilization techniques for those who are experiencing complex trauma. Training will be available in trauma stabilisation interventions as required.

The role will encompass provision of direct support as well as advising and informing outside agencies through networking.

### **Job Purpose and Duties**

As a member of **Intercom Trust**, based in our Exeter office and reporting to the Safer Rainbow Project Lead, the LGBT+ IDVA will: —

- Provide and publicise a professional LGBT+ independent domestic violence advice service across Devon.
- Manage a complex client load, providing help, support, and guidance to LGBT+ victims of domestic abuse and violence.
- Provide and ensure clients have access to appropriate advice on a range of relevant topics, including health, safety, welfare, and legal issues, referring to other agencies as appropriate.
- Complete DASH (Domestic Abuse Stalking and Harassment risk identification check list) risk assessments and develop appropriate safety and support plans.

The Intercom Trust, Zone 5 Wrentham Business Centre, Prospect Park, Exeter, EX4 6NA

01392 201015 [office@intercomtrust.org.uk](mailto:office@intercomtrust.org.uk)

Registered charity 1171878

- Attend and contribute to MARAC (Multi Agency Risk Assessment Conference) meetings.
- Take a specific focus in developing professional and public awareness of sexual and reproductive wellbeing through a lens of healthy relationships.
- To develop and improve active governance routes, pathways and links between sexual and reproductive health organisations and domestic abuse and sexual violence service providers.
- Work to increase public awareness of LGBT+ domestic abuse and healthy relationships.
- Work in partnership with other Devon agencies, community groups, and initiatives to raise awareness of the service, and of LGB and Trans+ and non-binary community needs in relation to domestic abuse and healthy relationships.
- Develop and maintain excellent working relationships with stakeholders across all sectors, networking and providing training about LGBT+ domestic abuse and healthy relationships as required.
- Help to develop and maintain best practice standards and protocols for this service.
- Maintain confidential records, as well as project monitoring, and provide reports and analyses to contribute to the evaluation of the pilot.
- Attend and contribute to team meetings and training at Intercom, Devon Sexual Health, The Eddystone Trust and Domestic Abuse services as required.

This job description outlines the duties required for the time being to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility.

## **Person specifications**

The successful candidate will be able to demonstrate knowledge and an inclusive understanding of the life-issues that can affect lesbian, gay, bisexual and trans+ people in Devon, and will have:

- A personal passion for LGBT+ equality and well-being, supported by a professional approach and excellent interpersonal skills.
- An excellent track-record of similar work involving client-focused support.
- An Independent Domestic Violence Advisor (IDVA) qualification is preferable but not essential as SafeLives training will be provided – along with a full and comprehensive induction.
- A demonstrable ability to provide supportive client-care, including appropriate management of confidentiality, safeguarding, risk assessments, and safety planning.
- Excellent communication skills with clients of all ages, family members, other professionals, and services.
- Initiative and accuracy in the preparation, delivery and documentation of casework, and the ability to plan effectively to prioritise caseloads and to meet deadlines.
- Computer skills in Microsoft Office (Windows, Outlook, Word, and Excel) and monitoring systems.
- A good knowledge of relevant resources in Devon, or the ability to research and become familiar with them.

- Access to a vehicle available for use in the post, ability to travel, and to visit service users across Devon.
- A flexible and inclusive attitude at work, as well as the ability to work well independently and as a positive member of a team.

All offers of employment at Intercom are subject to a satisfactory enhanced DBS (police) check, but we do not discriminate on grounds of irrelevant criminal convictions.

The Intercom Trust is striving to be an Equal Opportunities employer and service provider. We make all reasonable adjustments to enable as many staff and potential staff, volunteers, and other supporters as possible to have full access to the Trust and its activities.

We regret the fact that our current Exeter office cannot be made accessible to wheelchair users.

If you would like further information/an informal conversation with the Safer Rainbow Project Lead regarding this post please contact our Exeter Intercom Trust office on 01392 201015 or email [helen@intercomtrust.org.uk](mailto:helen@intercomtrust.org.uk)