



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

Registered charity 1171878

## LGBT+ Practitioner

Hours: 28 hours per week (part-time)  
Salary: £21,200 + 5% pension contribution p.a. (£26,500 pro rata)  
Based in: Exeter  
Start date: April 2023  
Contract: Fixed 1 year (following probationary period) – continuation dependent on future funding.

Usual hours of work will be agreed with the line manager but will need to vary somewhat to meet the needs and availability of clients. The post holder will be based in the Intercom Exeter Office and will be expected to travel within Devon and occasionally elsewhere in their own vehicle.

### Job Purpose and Duties

As a member of the Intercom Help, Support, and Advocacy (HSA) team, based in our Exeter office and reporting to the Senior Practitioner, our LGBT+ Practitioners:

- Provide professional LGBT+ community helpline, support, and advocacy services within Devon, and elsewhere in the Southwest as required on an occasional basis.
- Manage a caseload of clients of all ages, including working with victims of hate crime, family support, and clients with a variety of health & wellbeing needs.
- Work in partnership with local agencies and initiatives to raise awareness of the service, and of LGB and Trans+ and NB community profiles and community needs in the area.
- Develop and maintain excellent working relationships with stakeholders across the sectors and contribute to training.
- Contribute to other Intercom team activities as required, such as facilitating Intercom Trust support groups, Pride events providing training sessions for external agencies, and maintaining the central helpline.
- Help to develop and maintain best practice standards and protocols for this service.
- Maintain project monitoring and evaluation systems, and provide all required reports and analyses on time and to standard.
- Attend team meetings and training at the Exeter office or elsewhere in the peninsula as required.

Intercom Trust

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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 the Southwest, and will have:

- An excellent track-record of similar work involving client-based support practitioner (possible examples: voluntary or community sector advocacy, social work, law center, Citizens' Advice).
- Experience of helpline or telephone-based client work is desirable.
- A demonstrable ability to provide supportive client-care, and meet the highest standards of preparation and delivery of casework, including appropriate management of confidentiality, and safeguarding of vulnerable Adults, Children, and Young People.
- Excellent communication skills, with the ability to appropriately communicate in a variety of forms (in person, telephone, letter/email, text) 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 and to meet deadlines.
- Computer skills in Microsoft Office (Windows, Outlook, Word, and Excel, and monitoring systems),
- A good knowledge of relevant resources in the Southwest and nationally, or the ability to research and become familiar with them in minimal time after coming into post.
- Access to a vehicle available for use in the post, ability to travel, and ability to visit service users in their homes (where necessary, and always under Intercom's standing protocols).
- A flexible and inclusive attitude at work, as well as the ability to work well independently and as a positive member of a team.
- A personal passion for LGBT+ equality and well-being, supported by a professional approach and excellent interpersonal skills.

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.

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

If you would like further information or help about access or about this post, please contact Paul Dawson, the Office Manager, or Andy Hunt, the Chief Executive Officer, at the Trust's offices below.