



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



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

Registered charity 1171878

LGBT+ Practitioner

Hours:	35 per week (full time)
Salary:	£26,500 + 5% pension contribution p.a.
Based in:	Plymouth
Start date:	May 2023
Contract:	Ongoing / Permanent

Job Purpose and Duties

As a member of the Intercom Help, Support, and Advocacy (HSA) team, based in our Plymouth office and reporting to the HSA Team Leader, our LGBT+ Practitioners will: —

- Provide professional LGBT+ community helpline, support, and advocacy services across Devon, and elsewhere in the South West as required on an occasional basis.
- Manage a complex client load 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 region.
- Develop and maintain excellent working relationships with stakeholders across the sectors, including Schools 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.

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 region, and will have:

- An excellent track-record of similar work involving client-centered support (possible examples: voluntary or community sector support, social work, counselling).
- 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 South West and nationally, and/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 clients in their local area, including (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.

The 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.