



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 project safer Rainbow and our dedicated schools workers, who provide a safe space group in more and more schools every year. Our counselling project provides therapy from out three offices in Exeter, Plymouth and Truro. YAY (young and yourself) LGBTQI 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 the team.



Andy Hunt
CEO

www.intercomtrust.org.uk



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

Registered charity 1171878

LGBT+ Family Practitioner Family Pride Southwest

Hours: 35 per week (full-time)
Salary: £26,500 + 5% pension contribution p.a.
Based in: Plymouth or Truro office
Start date: July 2023
Contract: Fixed-term (until Dec 31st 2024)

Job Purpose

We are looking for two new LGBT+ Family Practitioners to join the Intercom Team to support LGBT+ families across the Southwest. We would ideally like one for Plymouth and one for Truro.

Family Pride Southwest, an exciting pilot project, aims to improve child wellbeing through sensitively supporting families to reduce conflict and stressors, and to develop parenting skills and family networks in an LGBT+ safe space.

Together with other brilliant Intercom staff, and with management and volunteer support, you will work with individuals and families to actively support child and parent wellbeing, mediate between parents where there is conflict, and run engagement events and LGBT+ parenting support groups.

This is a fixed-term project which will contribute to the evidence base on early interventions with families from marginalised communities (LGBT+). We aim to get ongoing funding where possible to continue family support into the longer term and an ongoing position may therefore be possible.

Job Purpose and Duties

As an LGBT+ Family Practitioner at Intercom, you will:

- Actively participate in the creation of an empowering, non-judgemental, positive, and welcoming atmosphere within Intercom's new Family Pride service.

- Establish and maintain rapport and respectful and trusting relationships with young people, parents, families, and with other professionals.
- Work sensitively with individuals, within families, and in groups to promote child wellbeing.
- Organise and run fun Family Pride events, facilitating the development of social networks and the reduction of LGBT+ minority stress whilst also providing an engagement opportunity for further support services and family interventions.
- Co-ordinate and deliver parenting programmes to support parents/carers in LGBT+ families to develop an understanding of their child/ren's needs and strengthen parenting skills.
- Ensure confidential information is managed in accordance with relevant Intercom policies and procedures.
- Respond to any safeguarding concerns and disclosures promptly and accurately, working within relevant Intercom policies and procedures, and escalating concerns to the designated safeguarding lead.
- Actively participate in evaluation and project monitoring, maintaining accurate and up-to-date records in respect of both individuals and activities.
- Actively participate in the Family Pride Advisory group as requested to continue to develop and maintain best practice standards for this service.
- Liaise effectively with other professionals and external agencies.
- Work collaboratively with other Intercom staff and projects and participate in Intercom team and line-management meetings and training as required.
- Promote equality of opportunity and diversity in all aspects of your work.
- Adhere to our code of conduct and always represent Intercom in a professional and positive manner.
- Undertake other tasks of a similar level of responsibility as requested from time to time.

NB: 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 vary 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 have:

- A demonstrable personal passion for LGBT+ equality and well-being.
- Understanding of the issues that may affect LGBT+ Families in the Southwest.
- Experience and understanding of the provision of early intervention / family-based support.

- Experience building positive relationships with marginalised people, using a professional and non-judgemental approach and excellent interpersonal skills.
- Up-to-date knowledge of legislation and good practice relevant to early intervention with families.
 - Desirable: qualification in social work, domestic abuse, and/or conflict resolution.
 - Desirable: experience mediating conflict and/or supporting child wellbeing through family intervention.
- Experience of (or willingness to learn) successful delivery of parenting group work such as PPP.
- Ability to develop and maintain good professional relationships and boundaries.
- Commitment to reflective practice, regular supervision, and CPD.
- Commitment to appropriately manage confidentiality, safety, and safeguarding.
- A flexible and inclusive attitude at work, and the ability to work well as a positive member of a team.
- IT literate – Outlook, Word and Excel.
- Ability to work occasional weekend days
- Ability to travel independently across the county and elsewhere when required for work (use of car required). **Essential**

Please Note

We are prepared to invest in the development of individuals who are able to fulfil the majority of the person specification where they demonstrate ability and enthusiasm to learn.

All offers of employment at Intercom are subject to a satisfactory enhanced DBS 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 to enable as many staff and potential staff, volunteers, and other supporters as possible to have full access to Intercom 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 Julia Boas, the Deputy Chief Executive Officer, at Intercom's offices below.

Contact details

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