



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+ Practitioner

Hours: 21 hours per week (part-time)
Salary: £15,900 + 5% pension contribution p.a. (£26,500 pro rata)
Based in: Exeter
Start date: September 2023
Contract: Fixed 18 months – 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, 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 our offices in Exeter, Plymouth and Truro 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.

Intercom Trust

01392 201015 office@intercomtrust.org.uk

Registered charity 1171878

Person specifications

The successful candidate will have/be able to:

- Demonstrate knowledge of the life-issues that can affect lesbian, gay, bisexual, and trans+ people and understand the importance of inclusivity
- Demonstrate knowledge of the challenges LGBT+ individuals face within Devon and Cornwall
- Have an excellent track-record of similar work involving client-based support with a client centered approach (possible examples: voluntary or community sector advocacy, social work, law center, Citizens' Advice)
- Have experience of helpline or telephone-based client work
- Have experience of managing a case load and an ability to accurately maintain records to a high standard
- Experience of working within a Multi-Agency approach
- Demonstrate knowledge and understanding of child protection and safeguarding protocols and procedures
- Understand the need for professional confidentiality and its boundaries, in relation to legal, ethical and safeguarding issues
- Demonstrate excellent communication skills, with the ability to appropriately communicate in a variety of forms (in person, telephone, virtual, letter/email, text) with clients of all ages, family members, other professionals, and services
- Have initiative and accuracy in the preparation, delivery and documentation of casework, and the ability to plan effectively and to meet deadlines
- Ability to use email, Microsoft Office and other relevant IT systems
- Have 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.
- Holds a driving license and access to a roadworthy vehicle for use in the post
- Demonstrate 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 Tom Gibbs, the Office Administrator on 01392 201015