



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

In-Reach LGBT+ Youth Worker

Hours: 17.5 per week (part-time)
Salary: £12,500 + 5% pension contribution (£25,000 p.a. pro rata)
Based in: Exeter or Plymouth (with travel throughout Devon)
Start date: January 2024
Contract: Fixed-term until January 2025 (with hope of extension)

Job Purpose

We are looking for someone to join the Intercom Team to support LGBTQ+ young people who have been struggling with their mental health and are leaving hospital.

You will work in a creative and person-centered way to improve the emotional health, wellbeing, and resilience of LGBTQ+ young people following a period of inpatient care. This will include working with young people and their families to make informed and planned choices towards achieving positive outcomes and supporting young people to live full and active lives in their communities.

The job will involve working closely within a multi-agency children and young people In-reach and Discharge Support Service coordinated by Young Devon. A part of the role will be developing relationships with other services and agencies to ensure a partnership working approach.

Usual hours of work will be agreed with the line manager but will need to vary to meet the needs and availability of young people. The post holder will be based in the Intercom's Exeter or Plymouth office and will be expected to travel within Devon and occasionally elsewhere, and to transport young people in their own vehicle or travel on public transport with young people.

Job Purpose and Duties

- Identify, develop and maintain productive relationships with other voluntary groups, statutory agencies and relevant stakeholders in order to provide an appropriate support package to LGBTQ+ young people
- Work collaboratively with the Intercom Team, Young Devon, NHS Acute Teams and CAMHS to identify appropriate interventions for LGBTQ+ young people and their families
- Liaise with Young Devon teams to ensure consistency of approach and share, understand and receive complex detailed information
- Use creative and therapeutic tools in order to engage with young people with complex needs over a period of time

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- Support LGBTQ+ young people in their self-development, working to promote their mental and emotional health
- Co-produce personalised plans with young people (and their families) that responds to each individual's internal and external coping strategies
- To offer a support and challenge approach with young people to bring about positive change in behaviour
- 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
- Ensure confidential information is managed in accordance with relevant Intercom policies and procedures
- Maintain project monitoring and evaluation systems, accurate and up-to-date records in respect of both individual young people and activities and provide all required reports and analyses on time and to standard
- Help develop and maintain best practice standards and protocols for this service.
- 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 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

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 have:

- A qualification in Youth and Community Work, Health, therapy, Education, Social Work or other relevant qualification (NVQ level 3 or equivalent) or extensive experience in this field
- Relevant training and /or qualification in young people's Mental Health
- A personal passion for LGBTQ+ equality and well-being, supported by a professional approach and excellent interpersonal skills
- Experience of building positive relationships with marginalised young people
- Experience of responding to a wide range of complex needs and issues including Mental Health
- Understanding and experience of supporting young people with neurodiversity

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- Knowledge and understanding of the life-issues that can affect young lesbian, gay, bisexual, and trans+ people in the region
- Knowledge and understanding of young people's development and the impact of childhood and adolescent trauma, and the drivers for young people's behaviours, including risk taking
- Up-to-date knowledge of legislation, good practice, and new and innovative ways of working within the youth sector
- A demonstrable ability to appropriately manage confidentiality, safety, and safeguarding with Children, and Young People
- A flexible and inclusive attitude at work, as well as the ability to work well independently and as a positive member of a team
- Ability to develop and maintain good professional relationships and boundaries.
- Organisational and administrative skills in respect of record-keeping, monitoring, and activity management.
- Computer skills in Microsoft Office (Windows, Outlook, Word and Excel), or the ability to acquire these skills efficiently with appropriate training.
- Ability to travel independently across the county and elsewhere when required for work (use of car required).

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 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 Andy Hunt, the Chief Executive Officer, at the Trust's offices below.

Contact details

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