



Job Description:	Indigo Counsellor
Special Terms:	Full-time, permanent Hybrid working (ideally two days in our office in Manchester for collaborative work)
Salary:	£29,761.62 + 10% pension
Accountable to:	Indigo Lead Counsellor
Accountable for:	N/A

Role Summary

LGBT Foundation is an impactful, vibrant charity with a wide portfolio of well-established services and rapidly developing new initiatives aimed at meeting the needs of lesbian, gay, bisexual and trans people.

Indigo Gender Service is an NHS commissioned primary care service for trans and non-binary people in Greater Manchester. A collaborative, innovative model of care between the LGBT Foundation and gtd healthcare, setting the national standard for a pioneering, localised and person-centred primary care led partnership that enables trans, non-binary and gender variant people to reach their full potential.

Your role will be to provide psychological therapy treatment and mental wellbeing support for trans, non-binary and gender variant people, as well as carrying out associated administrative duties. You will work closely with other members of Indigo Gender Service, such as Care Navigators, to deliver on the core responsibilities of the Greater Manchester trans health service specification. You will have good knowledge of holistic care interventions in a trans health setting and robust experience of supporting trans and gender non-conforming people as a therapist.

Indigo Gender Service is part of the Go-To-Doc (gtd) Healthcare family, so whilst you are employed by the LGBT Foundation, you will have connections with gtd. gtd healthcare is a values-driven, not-for-profit provider of primary care, urgent care and out-of-hours dental services across North West England. Led by a clinical Board, the organisation has been providing safe and high-quality care to patients for more than 20 years. Importantly, gtd aligns

itself with the NHS and embraces the ethos of social enterprise, reinvesting surpluses generated back into our services.

The Indigo partnership involves close working with care navigators, speech and language therapists, psychotherapists and psychologists from LGBT Foundation, and Nottingham Centre for Transgender Health.

As this role focuses on working for a service specifically designed by and for trans and non-binary communities, we believe lived experience of being trans and/or non-binary and having experienced NHS gender transition services will be hugely valuable to the role.

Our values and behaviours are an important part of who we are. We feel it is essential to get the right people to work with us, so these values need to be as important to you as they are to us.

Trans people are the experts of their own experience – our services are trans led, with trans and non-binary people guiding and feeding into them at all levels.

- Support is person centred – we recognise that there are as many ways to be trans and non-binary as there are trans and non-binary people in the world and we tailor our support to meet each person's individual needs.
- Care is safe and affirmative – we support trans and non-binary people to be well informed about their choices by sharing knowledge, explaining options, promoting health, and trusting people to make decisions that are right for them.
- Knowledge is power – we share our knowledge and best practice with other services, showing leadership and empowering them to better meet the needs of trans communities.
- Care is delivered locally – trans and non-binary people are supported to access the full range of assets in their local communities and to maximise their wellbeing.
- We take a multidisciplinary approach to care – we bring together knowledge and expertise from different fields and backgrounds to ensure our service delivers the highest quality care to trans communities.

We are taking positive action to encourage applications from people of colour (PoC) and other racially minoritised communities, trans*, non-binary, and/or older people (aged 50+), to improve the representation of colleagues from these communities in our staff team.

*Trans is an umbrella & inclusive term used to describe people whose gender identity differs in some way from that which they were assigned at birth; including non-binary people, cross-dressers, and those who partially or incompletely identify with their sex assigned at birth.

Role Accountabilities

Indigo

- Accept referrals via agreed protocols, working closely with other members of Indigo Gender Service, such as Care Navigators, to deliver on the core responsibilities of the Greater Manchester trans health service specification.
- Provide interventions to clients presenting with multiple and complex personal difficulties including those arising from mild to moderate mental health difficulties, based on accurate understanding and utilising a conceptual framework of the client's difficulties.
- Work with a range of presenting issues; supporting each client to explore a range of life issues which frequently are of a distressing emotional nature.
- Exercise sound theoretical knowledge of the processes of counselling based on evidence of efficacy, with robust knowledge of working with trans and non-binary people, and to employ a range of short-term counselling interventions to meet the needs of the referred client.
- Responsibility for caseload management, preparation for individual sessions and overall diary planning
- Follow Indigo Gender Service protocols and best practice in the assessment and ongoing management of risk and safeguarding concerns, making disclosures to the appropriate agency/colleague where necessary, determining when it is appropriate to share sensitive information e.g. safeguarding concerns and share only what is necessary and relevant, seeking informed consent from client if possible
- Adhere to an agreed activity contract relating to the number of client contacts offered, and clinical sessions carried out per week in order to minimise waiting times and ensure treatment delivery remains accessible and convenient.
- Attend multi-disciplinary meetings relating to referrals or clients in treatment, where appropriate.
- Undergo supervision, from a nominated Clinical Psychologist/Supervisor, in line with BACP requirements and will be responsible for arranging and maintaining a record of this supervision.
- Take responsibility for keeping coherent records of all clinical activity in line with service protocols and ensuring security and confidentiality of all client records and other confidential information (either paper form or electronic), in line with GDPR requirements.
- Overseeing, maintaining and collating data collected by the wider team for reports, compiled by the Senior Managers regarding counselling activities.
- Contribute to statistical analysis by escalating information regarding service delivery issues which is relevant to report trends and commentary.

Professional

- Ensure the maintenance of standards of practice established by LGBT Foundation and any regulating, professional and accrediting bodies (e.g. UKCP, BACP), and keep up to date on new recommendations/guidelines set by the department of health (e.g. NHS plan, National Service Framework, National Institute for Clinical Excellence).
- Be aware of, and keep up to date with advances in the spheres of evidence-based psychological therapies and mental health, with specific focus on trans and non-binary communities.
- Display an ongoing commitment to developing knowledge and skills required to work effectively with a wide range of trans and non-binary clients.
- Ensure clear professional objectives are identified, discussed and reviewed with the Mental Health Lead on a regular basis as part of continuing professional development.
- Use clinical supervision to reflect on and improve professional practice.
- Participate in individual performance reviews and respond to agreed objectives.
- Keep up to date all records in relation to Continuous Professional Development and ensure personal development plan maintains up to date specialist knowledge of latest theoretical and service delivery models/developments.
- Attend relevant conferences/workshops in line with identified professional objectives.

Information & Data:

- To maintain the highest standards of clinical record keeping including electronic data entry and recording, report writing and responsible exercise of professional self-governance.
- To ensure electronic recording of clinical activity meets the required standards, recorded accurately and in a timely fashion to meet the timely reporting of KPIs.
- Produce activity reports as requested by Mental Health Lead.
- Comply with LGBT Foundation's Information Governance and GDPR guidelines and DPA policies, ensuring that all sensitive information is dealt with in line with organisational standards.

General

- To contribute to the development of best practice within the service.
- To work with relevant colleagues to increase awareness of the service, supporting the development of psychoeducational resource materials and updating service information on Indigo Gender Service online portal.
- To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to trans and non-binary people and mental health.

- All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, patients and the general public.
- Compliance with LGBT Foundation's policies, procedures, management and monitoring systems.
- Display a genuine commitment to equality of opportunity and an understanding of the issues faced by LGBT communities, with specific focus on trans and non-binary communities.
- In common with all staff, you have a responsibility for your own personal and professional development and training, and for drawing attention to your own training needs as well as those of colleagues that you work with.
- Any other duties commensurate with the skills and abilities of the post holder as directed by your line manager

LGBT Foundation Accountabilities

- Display a genuine commitment to equality of opportunity and an understanding of the issues faced by all LGBT communities. LGBT Foundation will challenge any discriminatory behaviour or language if it occurs.
- Further, LGBT Foundation has a commitment to using the insight gained through its work to make the organisation more inclusive and representative of all LGBT communities.
- Completion of specific tasks allocated through work plans, project plans and the annual business plan of LGBT Foundation.
- Provision of monthly information (accurate data and informative commentary) within your areas of responsibility for performance management purposes.
- Compliance with LGBT Foundation's policies, procedures, management and monitoring systems.
- We are a learning and development organisation and will consistently provide and support opportunities for staff to exceed theirs and our expectations. In common with all staff, you have a responsibility for drawing attention to your own training needs as well as those of colleagues that you work with that LGBT Foundation will then aim to support you with.
- Any other duties in line with your skills and abilities, as directed by your line manager.

All staff are expected to maintain a flexible approach to their roles and respond to the LGBT Foundation's changing needs. The responsibilities of this post may be changed subject to review, over a period of time. This will be done in consultation with the post holder.

Person Specification

We realise that we could miss out on incredible talent joining LGBT Foundation because someone might not see themselves in every single one of these criteria below. For example, research shows that women of colour are less likely to apply to a role if they don't meet all criteria.

Please don't be put off if you feel you don't tick all the boxes below. If you think you could be great for this job, but aren't entirely sure, please apply anyway.

Skills & Abilities

- Excellent communication skills.
- Able to develop good therapeutic relationships with clients.
- Ability to be self-reflective, whilst working with service users, in own personal and professional development and in supervision.
- Has received training (either formal or through experience) of safeguarding and has carried out risk assessments within scope of practice.
- Ability to work under pressure.
- Ability to work within a team and foster good working relationships.
- Regard for others and respect for individual rights of autonomy and confidentiality.

Experience

- Demonstrable experience of delivery counselling (One year minimum post qualification)
- Demonstrable experience of supporting trans and non-binary communities in a therapeutic setting.
- Experience in working within an organisational setting.
- Experience of working towards and meeting agreed performance and service targets.
- Experience of writing clear reports and letters to referrers. (Desirable)
- Ability to manage own caseload and time.

Knowledge & Understanding

- Demonstrates excellent knowledge of the theory and practice of at least two therapeutic models.
- Demonstrates robust knowledge and understanding of the common experiences and needs of trans and non-binary communities.
- Demonstrates knowledge of the impact of the work within a specialist service.
- Demonstrates an understanding of anxiety and depression and how it may present in a primary care setting.
- Knowledge of medication used in the treatment of common mental health problems, particularly depression and anxiety.

- Ability to be self-reflective, whilst working with service users, in own personal and professional development and in supervision.
- Regard for others and respect for individual rights of autonomy and confidentiality.
- High level of enthusiasm and motivation.
- Ability to work under pressure.
- Ability to work within a team and foster good working relationships

This role, in common with all staff at LGBT Foundation, will be expected to display a range of competencies specific to their grade and area of work. These will be measured during annual performance appraisals, and there will be an expectation that staff will be able to evidence the ways in which they have met these competencies over the course of the year.

Terms and Conditions

- (i) **Hours** – 37 per week– with an expectation of evening and weekend work.
- (ii) **Annual Leave** – 26 Days per year – rising to 30 after 5 years' service (*pro rata where appropriate*) – plus bank holidays.
- (iii) **Probation Period** – Post subject to successfully completing a 6-month probationary period.
- (iv) **Hybrid Working** – As an organisation we follow a hybrid method of working (working both from home and out of our Centre in Manchester). A commute to our centre would need to be self-funded so please bear this in mind if you don't live locally. We anticipate the role being Manchester based at least twice a week.

We understand that working for an LGBT organisation could impact on your identity, community and/or culture. If you would like to discuss this or any aspect of the role further, please contact Ru Talbot on 0345 3 30 30 30 on ru.talbot@indigogenderservice.uk