



Job Description:	Wellbeing Officer – Helpline & Intake
Special Terms:	Part-time 18.5hrs per week Fixed Term (9 month contract) Hybrid working (ideally one day in our office in Manchester)
Salary:	£21,955.60 + 10% pension
Accountable to:	Wellbeing Coordinator
Accountable for:	Volunteers

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. We are looking for a Wellbeing Officer to join our team to help us continue to deliver our Helpline and Intake service.

Our helpline has been running for 45 years, within this time we have supported people with a range of different issues including coming out, questioning their sexual orientation and/or gender identity, sexual health information, issues around mental health and wellbeing, feelings of isolation, issues in the workplace, reporting hate crime, finding out about local support services, accessing advocacy support, questions about general health and healthcare and many more.

We are looking for new staff to join our team so we can continue to deliver this important service for our community. As you can imagine, the role includes dealing with a high level of complexity and safeguarding. If you feel you would like to support LGBT Foundation in delivering advice, support, and signposting, as well as being a listening ear for our community then this might be the role for you.

Our Intake Service is the first point of contact for people wishing to access our services, the Intake Service helps people identify support needs, goals, safety planning and onwards referrals both internally and externally.

This role will include regular evening and weekend work, please take this into consideration before applying for the role.

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

Helpline & Email Support



Provide emotional support, brief advice and signposting to people. Delivering calls to people from a variety of backgrounds, experiences and needs including mental health, gender identity and sexuality, domestic abuse and hate crimes, sexual health, etc.,



Ensure people you are speaking to are safe from harm and abuse.



Signposting people to relevant services and resources across Greater Manchester & The UK



Delivering brief interventions where appropriate and providing advice and support.



Monitor and reply to helpline emails, providing information, advice, and support to individuals who may not feel confident or safe enough to call the helpline, taking responsibility to monitor the inbox for risk and urgency and act accordingly.

Completing Intake Assessments within the first point of contact service



Managing a caseload of service users to complete one off Initial Intake Assessments for people who have been referred into the service- working with people to identify their goals, completing support plans and making referrals to internal and external services.



Ensuring notes are up to date within agreed timeframes and regularly communicating and information sharing with service coordinators and managers about new referrals



Assist with the administration of referral pathways within the Intake Service when needed.

Ensuring that people are safe from Harm and Risk



Complete risk assessments including DASH RIC, Suicide Risk Assessments and Safety Plans.




Effectively safeguard the people you come into contact with, taking good notes and sharing this with Safeguarding officers and Safeguarding Boards and complete follow up actions.




Providing support to clients who present in crisis or distress, and ensuring they receive the best support following on from the interaction.




Complete Level 3 Safeguarding training and attend on-going safeguarding scenario workshops.


 Follow and implement internal and external safeguarding adults & children's procedures, making safeguarding referrals when needed.


Record Keeping & IT

 Keep records of all service user interactions – uploading monitoring forms at the end of each call and email. Reaching out for support when needed and reporting any concerns.


 Ensuring that records and note taking is timely, factual and clear.

 Keeping accurate records of Safeguarding concerns, making detailed reports.

 Completing assessment notes within 24 hours.

 Our Helpline and Intake service is delivered remotely and digitally through online platforms and apps, therefore a good level of IT skill is required to navigate this and are expected to take responsibility for asking for support to resolve any issues or queries.


All Wellbeing Officers are also expected to..

 Support the induction and work of placement students and volunteers by offering shadowing opportunities and sharing advice and best practice.


 Sharing information on services and resources within the UK for signposting purposes with the helpline staff, volunteers, and the wider Delivery team.


 Keeping up to date with service changes to ensure the best information can be provided to clients within reason.

 Assist with key service development work.


 Keeping up to date with service changes to ensure the best information can be provided to clients within reason.

Other considerations

 The Helpline is delivered remotely and staff are working from home, the Intake Service is delivered in a Hybrid way and staff will be expected to work In our Office on occasions.


 Our Helpline runs Monday – Friday 9am to 9pm and Saturday and Sunday from 10am to 6pm and staff will be expected to work at least one evening and/or weekend shift per week, depending on weekly hours worked.

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 it's 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 their 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


 Ability to deal calmly and confidently with emotional and difficult situations, acknowledging own resilience, limitations & professional boundaries.

 Ability to work both as part of a team and independently; prioritising own workload and using initiative.


 Effective and adaptable communication and interpersonal skills when working over different platforms including phone, email, and face to face.

 Ability to be self-reflective, whilst working with service users, in own personal and professional development and in supervision.

 Ability to work under pressure.

 A high level of skill in delivering risk assessments including dealing with safeguarding issues and follow-up.


 Good level of IT skills.

 Ability to keep timely, factual and accurate records in line with organisation guidance and training

 Ability to manage own caseload and time, making use of organisation skills


Experience

 Experience of supporting individuals with varying levels of need

 It is desirable that applicants with have previous experience of working in a service delivery role

 Experience of conducting risk assessments and creating safety and support plans


 Experience of communicating with people who are distressed and/or have barriers to communication

 Has received training (either formal or through experience) of safeguarding and has carried out risk assessments within scope of practice

Knowledge & Understanding

 An understanding of safeguarding procedures and structures

 An understanding of LGBT communities and their needs

 Knowledge of different support services across Greater Manchester

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** – 18.5hrs per week– with an expectation of evening and weekend work.
- (ii) **Annual Leave** – 13 Days per year – rising to 15.5 days 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. As a result, colleagues work from home and our centre in Manchester. Due to the nature of this role, there will be an expectation for at least a weekly presence within our Centre in Manchester. A commute would need to be self-funded so please bear this in mind if you don't live locally.

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 Mitchell Watson on 0345 3 30 30 30 or Mitchell.watson@lgbt.foundation