



Job Description

LGBTQ+ ISVA

Special Terms:	Fixed term to March 2025 (Subject to continuation of funding). Permanent Subject to Funding <i>Hybrid working (ideally one day in our base in Manchester)</i>
Salary:	£29, 210 (Pro Rata) (+ 10% Pension)
Accountable to:	Domestic Abuse and Sexual Violence Programme Manager
Accountable for:	Volunteers
Closing Date:	4 th November 2024
Interview Date:	14 th November 2024
Panel:	Tiffany Parsons, Louise McIvor, Charlotte Cooke

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. LGBT Foundation has based its services on a well-developed expertise around the key health and social care issues affecting LGBTQ+ communities, including:

- Domestic Abuse
- Sexual Violence
- Mental health
- Sexual health

- Wellbeing
- Community safety
- Substance misuse recovery
- Indigo Gender Service

Our integrated Domestic Abuse and Sexual Violence Programme (DASV) offers support to LGBTQ+ victims-survivors at high, medium, standard and non-recent risk of domestic abuse and sexual violence. This includes the provision of a holistic assessment of risk and need, safety and support planning, casework sessions, support with reporting options and navigating the criminal justice process, legal options, housing advice/support, advocacy, emotional and practical support.

Key Responsibilities

- Hold a caseload of LGBTQ+ victims-survivors impacted by sexual violence and other care and support needs.
- Act as single point of contact for LGBTQ+ victims/survivors of sexual violence within and outside the criminal justice service.
- Ensure the safety of LGBTQ+ victims/survivors and any dependents.
- Ensure LGBTQ+ victims/survivors are aware of their reporting options.
- Support the coordination of the integrated DASV Programme.
- Provide consultation to other services to ensure they are inclusive and meet the needs of LGBTQ+ communities.
- Provide safeguarding support to those delivering front line services at LGBT Foundation.

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

- Triage and accept referrals into the LGBTQ+ ISVA service.

- Hold an agreed caseload of LGBTQ+ victims/survivors who present with issues related to sexual violence. This includes offering face-to-face, virtual and co-located/outreach appointments.
- Undertake holistic assessment of risk and need to develop safety and support plans
- Support LGBTQ+ victims/survivors with exploring options in relation to the recording and reporting of sexual assault/offences including SARC and Police.
- Provide advocacy support before, during and after criminal and civil court proceedings, explaining the procedures and rights within the system (including witness services and special measures).
- Liaise with the Police and CPS (with consent) on behalf of victims/survivors and in line with the requirements of the Victims' Code of Practice.
- Provide emotional and practical support to LGBTQ+ victims/survivors.
- Provide advocacy support to ensure access to other services.
- Work within a multi-agency framework and liaise with a variety of external partners.
- Support LGBTQ+ victims/survivors to develop their own support network and access appropriate therapeutic interventions.
- Ensure child protection and adult at risk policies and procedures are adhered to at all times.

Support the coordination of the LGBTQ+ DASV Programme.

- Establish and maintain robust partnerships to enhance referral pathways into the LGBTQ+ ISVA service.
- Provide data for internal and external reports, performance monitoring and quality assurance.
- Support the Domestic Abuse and Sexual Violence Programme Manager in monitoring the performance of the service, identifying delivery issues and finding creative solutions.
- Support the DASV programme first response process to ensure streamlined referrals processes, assessment of risk and need, initial safety planning and safeguarding actions.
- Support the Domestic Abuse and Sexual Violence Programme to meet the overall requirements of the service specification.
- Support the recruitment, training, retention and support of volunteers.

Work to develop the service, partnerships and referral pathways

- Work to develop local and national partnerships with other sexual violence services and LGBTQ+ provision.

- Continually build further referral pathways with providers to ensure that LGBTQ+ communities are offered a choice in their support.
- Review the offer of the programme and in line with client need make changes to the programme.
- Work to develop peer support networks for victims of sexual violence as well as support networks for those who have historic experiences.

Provision of safeguarding support and specialist advice.

- Provide safeguarding support (including issues related to sexual violence) to colleagues delivering front line services.
- Support with upskilling the wider delivery team around sexual violence and support pathways via specialist training programmes.
- Provide consultation to other services to ensure they are inclusive and meet the needs of LGBTQ+ communities.
- Assess and monitor risk in line with LGBT Foundation's framework, policies and procedures.
- Hold up to date knowledge of safeguarding processes, including how to make referrals and conducting risk assessments when required.
- Follow all organisational policies and procedures when dealing with disclosures or supporting staff who are dealing with these.

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 LGBTQ+ 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

- Able to deal calmly and confidently with emotional and difficult situations.
- Ability to work both as part of a team and independently.
- Prioritising own workload and using initiative.
- Ability to keep accurate notes in a timely manner.
- Communications skills including ability to change communication in line with service user needs.

Experience

- Case management experience in a similar role.
- Working in partnership with a range of service providers.
- Delivering training programmes.
- Developing service offers and referral pathways.
- Navigating the Criminal Justice Service.
- Experience of delivering group work.
- Experience of assessing need and risk.
- Experience of working with those in crisis.

Knowledge & Understanding

- An understanding of Domestic Abuse and Sexual Violence and how it impacts LGBTQ+ communities.
- Knowledge of housing options available to victims/survivors of Domestic/Sexual Abuse/Violence, including refuge spaces and dispersed housing.
- An understanding of key legislation aimed at protecting those affected by Domestic Abuse and Sexual Violence.
- An understanding of safeguarding procedures and structures such as MARAC.
- An understanding of LGBTQ+ communities and their needs.

Other

- A full UK driving license with access to a car that can be used to travel to appointments/meetings is an advantage (travel expenses to be covered).
- To have completed an ISVA training qualification.

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

- Hours – 37 per week, with an expectation of occasional evening and weekend work.
- As travel across Greater Manchester is inherent in this role, project related travel costs will be covered by the programme, including all necessary travel associated with evening and weekend work.
- Job-shares and flexible working will be considered. To discuss this further, please contact HR or Tiffany (Domestic Abuse and Sexual Violence Programme Manager) on 07936032107
- Annual Leave – 25 per annum plus Bank Holidays, plus 1 day for your birthday, rising to 30 after 5 years' service (pro rata where appropriate)
- Probation Period – Post subject to successfully completing a 6-month probationary period
- Employers contributory pension – 10% of annual salary
- 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 HR on 0345 3 30 30 30.

Benefits to working for LGBT Foundation

- Generous leave allowance (25 days annual leave (rising to 30 days after 5 years' service)
- Sector leading 10% employers' contributory pension
- Your birthday as a day's leave
- Staff counselling scheme
- Cycle to Work / Technology Scheme
- Season Ticket Loan
- Office 'buddy' scheme for all new starters

- Free annual flu jab
- Free VDU eye care test
- Staff social budget
- Dedicated training budget for each member of staff and support with Personal Development Plans
- Flexible working to support a healthy work/life balance (including time off in lieu and flexi-time)
- Relaxed dress code