



Job Description

Village Angels Shift Lead

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| Special Terms: | Variable Contract – With an expectation to cover at least 1 Village Angels shifts per month |
| Rate: | £14.52 / hr |
| Accountable to: | Community Safety Manager |
| Accountable for: | Village Angel Volunteers |
| Closing Date: | 15/01/24 |
| Interview Date: | 21/01/24 |
| Panel: | Recruitment Manager – Gareth Watson, Village Angels Shift Lead - Nate Parker-Hughes |

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 Shift Lead for our Village Angels Team.

Our Village Angels service is a community safety initiative, aimed at supporting people to “get home safely” on a Friday and Saturday night. They are the face of the LGBT Foundation and the LGBTQ+ community. The team can be found patrolling around Canal Street and the nearby area from 9pm to 3.30am on Friday and Saturday nights. They support vulnerable people with a wide range of issues, including injuries, mental health crisis, and those who are lost and are struggling. They also provide signposting to services for onward support.

We are looking for people who have strong communication skills, leadership skills, and the ability to manage difficult or challenging situations. Our team engage with potential service users and members of public regularly and will need to be able to make decisions when dealing with risky situations. As this team’s work is based within Manchester’s gay village, we are looking for

individuals with understanding of the key issues experienced by the LGBTQ+ community which will aid them in provide safe support to those who need us but also when working in partnership strong relationships with Greater Manchester Police and village venues.

Experience within health care is desirable but not essential, as first aid, safeguarding, and mental health first aid training will be provided.

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

Facilitating delivery of shifts

- This role is accountable for running each Village Angels shift, this includes making sure that the team on that night is fully briefed to ensure volunteers feel confident and informed to carry out their roles, and that equipment is in order and well stocked.
- Attending the GMP briefing at the Town Hall and pass on relevant information and making contact with the sergeant on duty to set up a direct line of contact for the evening.
- Managing the support of service users, as well as guiding and empowering volunteers to deliver the best possible support, including identifying safeguarding issues and escalating to emergency services where necessary.
- Providing supervision to the volunteers by ensuring that all behaviour displayed is safe and appropriate, and challenging where it falls short of expectations.
- Facilitate debriefs after serious incidents, and at the end of every shift, to check in with volunteers and allow issues to be raised.
- Feedback concerns and flagged issues to the Community Safety Team, including concerns about volunteer conduct and steps taken to address those.
- Open and lock up the Haven and LGBT Foundation building, in accordance with specifications as and when required.
- Completion of documentation relating to safeguarding and work with LGBT Foundation's safeguarding structure to ensure risk is monitored and managed effectively.

Supporting wider programme delivery

- Completion of shift supervision tasks, including completion of shift notes in a timely manner and follow-up with volunteers where necessary.

- Attend and actively participate in quarterly team meetings to shape delivery of the programme.
- Attend relevant training required for the role, including, but not limited to, introductory training and first aid training. As a shift lead you will have a responsibility to ensure that your certified first aid qualification is up to date.
- Management of your diary to ensure that you are available to cover at least two shifts per month, booked around your schedule.
- Being flexible, where possible, to additional demands of the programme; including last minute support to avoid shift cancellation, covering additional shifts, or supporting with the delivery of extra Village Angels events like Manchester Pride Welcome Team.
- Comply with LGBT Foundation's policies, procedures, management and monitoring systems.

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 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

- Leadership skills are essential to the role, and the ability to effectively lead a team of volunteers on shift.
- Resilience when dealing with emotive situations; and the ability to deal with these calmly and pragmatically.
- Ability to build strong professional relationships with different stakeholders, including Greater Manchester Police and Village Venues.
- Ability to work both as part of a team and independently; prioritising own workload and using initiative.
- Ability to communicate effectively over different platforms including phone, email, video calls and face to face, particularly in high-pressure situations.
- Good interpersonal skills with an emphasis on active listening skills.
- Ability to maintain strong professional boundaries when dealing with service users.

Experience

- Experience of managing own time and duties, including self-driven date input to deadlines and diary management
- Experience of leadership within a professional environment
- Experience of conducting risk assessments, creating safety plans and escalating safeguarding issues
- Experience of navigating difficult conversations.
- Experience of providing emotional and practical support

Knowledge & Understanding

- Knowledge and understanding of the requirements of working with at risk adults in the nighttime economy.
- Knowledge of mental health conditions and an understanding of how to support those in mental health crisis.
- Understanding of people leadership and a knowledge of what it takes to effectively lead a team of volunteers in challenging situations.

- An understanding of the principles of confidentiality and safeguarding.
- Robust knowledge of the intersectional needs of LGBTQ communities. Display a genuine commitment to equality of opportunity and an understanding of the issues faced by members of LGBT communities.

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** – Your Hours of work are variable for each week in accordance with the agreed rota to meet the operational requirements of the organisation - You will be offered a minimum of one (7 hour) shift per month and expected to cover at least two where there is capacity
- (ii) **Annual Leave** – Accrued annual leave based upon hours work will be paid on an annual.
- (iii) **Probation Period** – Post subject to successfully completing a 2-month probationary period.
- (iv) **Hybrid Working** – As an organisation we follow a hybrid method of working. However, delivery of the Village Angels is face-to-face in Manchester City Centre and commuting costs may need to be self-funded, so please 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 Gareth Watson on Gareth.watson@lgbt.foundation