

LGBTQIA+ Link Worker
21 Hours Per Week
12 Months Fixed Term Contract (with
possibility of extension subject to funding)
£13,764 (FTE £24,250)
Closing Date: 06/09/2024, 12pm



info@prideactionnorth.org.uk



0333 242 7307



North East England
Chamber of Commerce

Thank you for your interest in working at Pride Action North.

We are a Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual Plus (LGBTQIA+) charity.

"We aim to create a holistic and inclusive community where everyone can thrive. We are committed to raising awareness through education and collaboration, empowering individuals to achieve their full potential."

Set up in 2017 to deliver a pride event for Northumberland, we have grown considerably over the last 7 years to support LGBTQIA+ people across the North.

We do this by developing services that meet the needs of our communities in 3 ways:

- Youth and Community Work
- Training and Development
- Events

You will support adults who identify as LGBTQIA+ to access support from Pride Action North in Northumberland and Tyne and Wear and work together with stakeholders to meet the growing needs of LGBTQIA+ people, advocating for them as part of our holistically led support for service users.

This is an important and exciting time to join our growing charity. LGBTQIA+ people need us, now, more than ever.

We have a great staff team working at Pride Action North, led by a dedicated board. You can find out about all our team at <https://www.prideactionnorth.org.uk/about-us/>.

The work we deliver is vital to supporting the needs of so many LGBTQIA+ people who otherwise would have nowhere to turn to and our mission responds to the ever-changing needs of our communities and act as a voice for their needs.

Thank you for taking the time to apply to this role and we wish you the best of luck in your application.



Angela Brudenell
Charity Manager

Our mission explained

Community

We are a grassroots organisation that supports people who are from Lesbian, Gay, Bisexual and Trans Plus (LGBT+) communities and recognise the diversity within our community and support all marginalised sexual or gender identities.

Holistic

We will support our communities based on their individual needs.

Education

We will raise awareness of the issues our communities face on a day to day basis.

Inclusive

We are an inclusive organisation that supports our communities to succeed and celebrate diversity.

Collaboration

We will work with other organisations to support the needs of our communities.

Empowerment

We will provide the tools for our communities to build acceptance and achieve visibility.

Our Values

Acceptance

Provide a non-judgemental space that supports all members of our community to share their experiences and receive the support they need.

Advocate

Understand the issues affecting our communities, advocating for the needs and rights of individuals and communities that is equitable.

Working Together

Listen to ideas and perspectives, finding common ground and build strong relationships, working together to make a difference to the lives of our communities.

Conditions of Employment

- Two satisfactory references
- A six-month probationary period with bi-monthly reviews
- A satisfactory and enhanced Disclosure and Barring Service (DBS) check
- A medical assessment (if required)

Before we offer employment, we must be able to obtain at least two satisfactory references for you. We reserve the right to request these prior to interview but will contact you first.

References

We ask that you provide us with at least two referees.

At least one of your referees must be your current employer, or your most recent employer if you are not in employment. We must be able to write to them at their registered address, or an email address that is registered to the organisation and not personal.

Your subsequent referees should be someone who knows you well and will be able to comment on how suitable you will be for this post. This could be, for example

- another recent employer
- a teacher, tutor or lecturer
- a person in a leadership position within your community group etc

You should have the person's permission before supplying them as a referee. We usually won't accept a reference from someone who is related to you, or from a spouse or partner.

Terms and Conditions of Employment

Based at: Unit D, Old Casino (Newcastle-upon-Tyne) with travel across the region

Responsible to: Charity Manager

Hours: 21 Hours Per Week (Flexible including evenings and weekends)

Salary: £13,764 Pro-rata 21 hours (FTE £24,250 37hrs)

Pension: You will be automatically enrolled into the NEST pension scheme where we will meet minimum contributions of 3%. You can choose to opt out, information will be provided on employment.

Duration: This role is offered as 12-month fixed term contract

All other conditions will be decided by the Board of Trustees and set out in the "Contract of Employment".

Job Description & Person Specification

Aim of Post	<p>To support adults 18+, who identify as LGBTQIA+ in Northumberland and Tyne and Wear. You are responsible for providing a person-centred approach to engagement with Pride Action North and stakeholder services. You will manage your own case load, working holistically by assessing individual needs and provide support where needed including making external referrals for support. You will advocate for the needs of our service users by using your skills and knowledge of the barriers faced by LGBTQIA+ people and communities across the North. You will build strong relationships internally and externally, supporting your staff to thrive and striving towards the strategic priorities of Pride Action North.</p>
Main Duties and Responsibilities	<p>The following is typical of the range of duties the LGBTQIA+ Link Worker - Adults will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required.</p> <ol style="list-style-type: none">1. Deliver a holistic service (non-clinical) that supports the needs of LGBTQIA+ people that is person-centred and personalised.2. Manage a case-load, assessing service user needs, supporting them and keep in touch alongside agreed service level agreements.3. Ensure outcomes for service users are being met by measuring and reporting at regular intervals.4. Support delivery of priority lines including upskilling and training, and group work alongside other staff as and when needed.5. Maintain and develop good relationships with stakeholders.6. Advocate for the work of Pride Action North across sector-based networks by promoting our services, as appropriate and attending events and meetings held by other agencies to receive and share information.7. Advocate for the needs of LGBTQIA+ people across networks, by sharing knowledge and information, as appropriate.8. Ensure the involvement of LGBTQIA+ people in shaping our services.9. Collect, manage, and evaluate data, providing reports on activities as part of your remit.10. Line management responsibility, including volunteers, training and supervision, record keeping (including DBS) and liaison with Peninsula HR & H&S including risk assessments and occupational health referrals.11. Deputise for your manager as and when required.12. Create, maintain, and regularly review risk assessments and all other policy documents of Pride Action North.13. Maintain accurate, confidential records in line with data protection requirements.

Person Specification
 (E – Essential | D – Desirable)
 (A – Application | I – Interview)

- 14. Be responsible for own continuing professional development (CPD), lead team meetings, training, supervision and appraisal as agreed with your line-manager.
- 15. Adhere to Pride Action North policies and procedures, and the safeguarding of children, young people and vulnerable adults.
- 16. Undertake other tasks as and when required in line with the level of responsibility of this post, determined by your line manager.

Education & Qualifications

Criteria	Requirement	Source
Educated to degree level or equivalent in a relevant field i.e., health and social care, youth and community work or counselling at Level 5 or above or have substantial experience in a relevant field	E	A
Full driving licence with access to a vehicle	D	A
Able to commit to the travel requirements of the post	E	A

Experience

Criteria	Requirement	Source
Experience of working with adults in a professional or voluntary setting	E	A I
Relevant experience of management and managing projects in the third sector	D	A I

Relevant knowledge of issues affecting LGBTQIA+ people, including from an intersectional lens	E	A I
Understanding of service provision and access across Northumberland & Tyne and Wear areas	E	A I
Relevant experience / knowledge of delivering services in a one-to-one environment	E	A I
Ability to work collaboratively with other organisations and professionals	E	A I
Copes well with regular change	E	A I
Able to support vulnerable people, dealing calmly and confidently with emotional and complex situations	E	A I
Ability to work and support service users on a 1-2-1 basis using a variety of means, face to face and online	E	A I
A key commitment to working flexibly	E	A I
A person-centred approach to practice	E	A I
A commitment to service user involvement and participation	E	A I
An excellent understanding of, and commitment to equality diversity, inclusion and equity	E	A I
Effective organisational, administration, digital and IT skills	E	A I
The ability to work independently and proactively manage workload	E	A I
A confident team player	E	A I

Knowledge of safeguarding processes and practice	E	A I
Experience managing and supervising staff	D	A I
Relevant work experience / knowledge of the voluntary sector across Northumberland & Tyne and Wear	D	A I
Experience of working within a multi-agency setting	D	A I

Interested?

Complete both parts of our application form, Parts 1 and 2.

Please send this to hr@prideactionnorth.org.uk by 06/09/2024, 12pm.

Please complete our Equal Opportunities Monitoring Form at <https://app.upshot.org.uk/survey/592c3fd6/4707/6723e02f/> once you've sent us your application.

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

Guaranteed Interview Scheme

We are a Disability Confident: Committed employer. The scheme supports a disability that could be physical, sensory or mental and must be expected to last for at least 12 months.

We commit to giving disabled applicants a guaranteed interview if they meet the minimum criteria for this role. If you meet the criteria under the scheme, please complete the relevant boxes on your application.

How to apply

Frequently Asked Questions

When are you shortlisting?

Shortlisting for this role is planned to take place on 09/09/2024 with face to face interviews, on or around 12/09/2024 at a central location in Newcastle-upon-Tyne.

If we receive a sufficient amount of suitable applications before the advertised closing date, we reserve the right to close to applications earlier and so encourage early applications. This may also mean we conduct interviews earlier than anticipated.

What if I'm invited to interview?

If you're shortlisted for an interview, we'll tell you as soon as possible.

We'll ask you to deliver a short presentation (no longer than 15 minutes) in any format you wish that covers

"What are the top three challenges LGBTQIA+ adults face when seeking specialist support, and how would you address these challenges through your work at Pride Action North?"

What format will the interview follow?

If you're invited to interview this will be face-to-face at our offices in Ashington. It will last around 45 minutes, including your presentation. Your presentation will be followed by a competency-based interview and it would be useful to think about your answers using the STAR format. You can use pre-prepared notes if this helps.

Pride Action North will send you the interview questions at least 24 hours prior to your interview.

If you require reasonable adjustments get in touch with us **before** your interview.

Who can apply?

We welcome applications from everyone and actively seek a diverse range of applicants from all backgrounds and cultures. Whilst we grow as an organisation we strive to be as representative as the people we serve and as such we recognise that people of colour (POC) are under-represented within our workforce and actively encourage applications from these under-represented groups in our workforce.

Trans-inclusivity

We are a trans-inclusive organisation and we expect staff and service users to be respected in an environment that enables them to perform to the best of their ability and access services as their authentic selves, free from discrimination and prejudice.

How will you short list applicants?

We will shortlist for interview by matching the evidence you provide on the Part 2 form against the person specification and requirements of the role advised in the role description above.

We need to see clear evidence that show your skills, experience and knowledge against your potential to excel in this role.

You can share all of your experience, paid or unpaid as long as they're relevant to the role you're applying for.

I'd like an informal chat before applying, is this possible?

If you'd like an informal chat about this role, please email

angela@prideactionnorth.org.uk

darren@prideactionnorth.org.uk

Got another question?

Email us at hr@prideactionnorth.org.uk