

JOB DESCRIPTION

LGBTQ+ Support Worker (for Refugees & People Seeking Asylum)

May 2024
Version 0.1



Job Description:	LGBTQ+ Support Worker (for Refugees & People Seeking Asylum)
Salary:	£26,000 PA (+3% Employer Pension Contribution) Pro Rata for PT roles
Hours:	17.5 hours per week <i>With an expectation of some evening and weekend work</i>
Accountable to:	LGBTQ+ Services & Operations Manager

Overview

Sahir (formerly Sahir House) is the largest and oldest continuously operating LGBTQ+ charity in the Liverpool City Region. We are dedicated to fostering a brighter, healthier future for our communities.

We provide practical and emotional support, camaraderie and connection to:

- LGBTQ+ people
- People living with or affected by HIV

We actively confront injustice, combat discrimination, and address inequalities. By campaigning, we strive to create a fairer and more equitable society for those we serve. Our work is insight and data-driven and our programmes are co-developed with those we serve.

This is a unique opportunity for a committed individual to develop their experience and expertise within an evolving regional charity. The ideal candidate will have relevant qualifications and/or equivalent experience and demonstrate a commitment to continuous learning and professional development.

The post-holder will be responsible for providing support and advocacy to LGBTQ+ refugees and people seeking asylum, ensuring they have access to essential services, resources, and community networks to enhance their wellbeing and integration.

This post is proudly funded by The National Lottery Community Fund.

Service Delivery

- Work in close collaboration with the LGBTQ+ Refugee and Asylum Support Lead, deferring to their guidance on day-to-day operational matters.
- Accept referrals via agreed protocols within the service, working closely with colleagues to ensure service users are placed on the most appropriate pathway.
- Assess service users for suitability for support - using appropriate outward referral pathways/signposting if the service user is deemed inappropriate for the service.

- Provide practical and emotional support to service users presenting with multiple and complex challenges.
- Deliver/facilitate single session support and advice as part of a triaged approach.
- Work with service users regularly on a one to one basis to develop relevant support plans with them, which work towards positive, measurable outcomes, determined by the service user.
- Conduct review meetings with service users to ensure progress against support plan objectives.
- Provide advocacy for service users around issues they present with – these might include but not be limited to: health, mental health drug and alcohol use, housing, childcare, domestic violence, immigration, recourse to public funds (where appropriate) etc.
- Organise peer support meetings for groups relevant to the post (including administration, promotions, facilitation and health and safety).
- Follow in-house protocols and best practice in the assessment and ongoing management of risk and safeguarding concerns, making disclosures to the appropriate agency/colleague where necessary.
- In collaboration with colleagues - develop training and reference material for service users, partners and the general public
- Maintain the highest professional standards of practice by undertaking regular caseload management supervision with the line manager
- Adhere to an agreed activity contract relating to the number of service user contacts offered, and sessions carried out per week in order to minimise waiting times and ensure support delivery remains accessible and convenient.
- Attend multi-disciplinary meetings relating to referrals or service users, where appropriate.
- Keep coherent records of all activity in line with service protocols.
- Work closely with other members of the team ensuring appropriate step-up and step-down arrangements are in place to maintain a stepped care approach.
- Work with relevant colleagues to increase awareness of the service, supporting the development of promotional materials and updating service information on Sahir's website.
- Maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to the scope of the service.

General

- Manage your own professional development and training, including creating and maintaining a professional development plan. Attend training sessions and conferences as necessary for personal and organisational growth.
- Undertake additional responsibilities as assigned by the LGBTQ+ Services & Operations Manager and/or CEO.

- Contribute to enhancing the organisation's public profile by representing Sahir at public events as appropriate.
- Engage in fundraising activities at an appropriate level to support Sahir's initiatives.
- All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, service users and the general public.
- Ensure compliance with Sahir's policies, procedures, management and monitoring systems

CONFIDENTIAL

PERSON SPECIFICATION
LGBTQ+ Support Worker (for Refugees & People Seeking Asylum)



May 2024
Version 0.1

Attributes	Essential	Desirable	Method of Assessment
Education/Qualifications	<p>Relevant qualification (such as an NVQ Level 3 or above in social work, health, education)</p> <p><i>And/Or</i></p> <p>Equivalent experience and evidence of a commitment to continuing learning and professional development.</p>		Application Form, Certificates & References
Knowledge	<p>Knowledge/understanding of some of the common experiences and needs of LGBTQ+ people.</p> <p>Knowledge and understanding of some of the common experiences and needs of people living with HIV.</p> <p>Understanding of, and commitment to, diversity, human rights and addressing health inequalities.</p>	<p>Knowledge of medication used in the treatment of HIV.</p> <p>Knowledge of the complex issues facing trans, non-binary and gender questioning people.</p> <p>Knowledge of the UK Asylum system and processes.</p>	Application Form, References & Interview
Experience	<p>Experience of working with a wide range of people and diverse communities</p> <p>Experience of partnership working</p> <p>Experience of facilitating groups</p> <p>Experience of working with/alongside volunteers</p>	<p>Experience of developing new initiatives</p> <p>Experience of evaluation and monitoring to demonstrate impact</p> <p>Experience in delivering training and presentations</p> <p>Experience of writing reports to demonstrate impact</p>	Application Form, References & Interview
Skills & Competencies	<p>Ability to effectively manage own time.</p> <p>Excellent communication skills.</p> <p>Able to develop and maintain boundaries with service users</p> <p>Able to develop/maintain working relationships with service users</p>	<p>Experience of working with telephone interpreters.</p>	Application Form, References & Interview
Other Requirements	<p>Proficient in utilising a variety of software tools and platforms</p> <p>Personable individual with a positive outlook, conducting themselves professionally and confidently, with strong listening and negotiation skills</p>	<p>Car driver and/or ability and willingness to travel to different training and service delivery locations</p> <p>Fluent in languages other than English</p>	Application Form, References & Interview

TERMS & CONDITIONS
LGBTQ+ Support Worker (for Refugees & People Seeking Asylum)



May 2024
Version 0.1

Post	LGBTQ+ Support Worker (for Refugees & People Seeking Asylum)
Contract Duration	Fixed Term (5 YEARS)
Salary	£26,000 PA (+3% Employer Pension Contribution) Pro Rata for PT roles
Hours	Full-time hours comprise 35 hours per week. Sahir implements a flexible working policy to promote work-life balance and family-friendly practices. Accrued hours can be taken as time off in lieu, subject to prior agreement with the line manager. The role may involve occasional evening and weekend work, necessitating flexibility.
Pension	Workplace pension scheme
Holiday Entitlement	The post holder is entitled to 28 days leave per year, plus public holidays (pro rata for part-time hours), increasing to 31 days after completion of three years' service
Probation	There is a three-month probationary period for this post. The post holder will negotiate probationary objectives as part of their induction process. These will be a set of achievable service and professional development objectives
Management Supervision & Reviews	The post holder is expected to attend management supervision with their line manager and to have relevant service data available as requested. Management supervision should provide the primary professional support for the post holder. The post holder/s is also expected to take part in the annual staff review process to identify professional development goals.
References	Any offer of employment is subject to the satisfactory receipt of two references. Referees should be people who can comment on your abilities, but must not be relatives.
Enhanced DBS Check	A contract will be issued subject to satisfactory enhanced DBS, which Sahir House will administer.
Trade Union Membership	Sahir voluntarily collaborates with a recognised trade union, and all staff are encouraged to join.