

## **elop: Job Application & Information Pack**

LGBTQ+ Mental Health Worker: 37hrs/week

This pack is divided into three sections:

### **Section 1**

This section gives you a brief overview of the purpose of the LGBTQ+ Mental Health Worker Post, along with a general overview of elop, its core services and main activities.

### **Section 2**

This section outlines the abilities and experiences that are required for the LGBTQ+ Mental Health Worker position, including a job description and person specification, plus elop's policy statement for equality, diversity, and confidentiality.

**Please read this section carefully & see if your own abilities & experience match the post requirements before you decide to apply.**

### **Section 3**

This section describes the application process for recruitment and selection to the above position.

### **Included with this pack you will find:**

- an application form;
- guidance notes for completing the application form & preparing for interview; &
- an equalities monitoring form.

N.B. because of the nature of this job, if you are successful in your application, you will be subject to a criminal records check from the Disclosure and Barring Service. This will be done by applying for an 'Enhanced Disclosure' which will include details of **all** Police cautions, reprimands or final warnings, as well as convictions.

elop will consider any records held carefully and your application will not be prejudiced by records that do not relate to the job being advertised.

## **Section 1**

### ***Role Remit: LGBTQ+ Mental Health Worker***

This is an exciting job opportunity to join a dynamic and committed team, in a key frontline role working directly within our Heads-Out mental health services, which provides individualised mental health plans, crisis safety plans and support, mental wellbeing workshops, varied mental health and wellbeing support groups including for those seeking asylum, a trans & non-binary group; LGBTQ+ mental health group; and LGBTQ+ social connections and activities group.

This role presents opportunity to work innovatively and responsively, creating new, unique, and informative LGBTQ+ affirmative resources, providing crisis support, prevention and wellbeing initiatives; along with having a developmental role in upskilling & supervising sessional staff, trainees, interns and/ or volunteers.

Opportunities will include delivery of specialised interventions, taking direct referrals and helping to support and stabilise those at heightened risk and/ or living through mental health crisis, plus varied psychoeducational workshops and group programmes will further enable you to engage, empower and support participants to build confidence, develop skills, strategies, and achieve goals to improve, maintain and best manage mental health, increase mental wellbeing, and reduce and/ or prevent future crisis.

### ***elop's Heads-Out Mental Health service***

elop has been delivering our Heads-Out service for the past 6 years and during this time the service has continued developing its range of dedicated mental health crisis prevention, intervention, recovery, and psycho-educational support activities. Current provision includes: ReCharge: a weekly LGBTQ+ Mental Health Peer Support Group; Imago: a weekly Trans and Non-Binary Support group; ReMain: a weekly facilitated support group for LGBTQ+ people seeking asylum; ReEngage: a weekly friendship building, support, and social activities programme; ReFocus: a programme of LGBTQ+ mental health and wellbeing workshops; ReBuild: a 6-week mental health support group programme for LGBTQ+ people seeking asylum; and Individualised programmes of 1-1 support, Mental Health Plans, and Crisis Prevention Safety Plans.

We are keen to continue evolving our Heads-Out Service and this post will have an instrumental role in contributing to future service development.

### ***elop Organisational Information***

elop is an award-winning LGBTQ+ mental health and wellbeing charity with 30 years' experience of providing high quality, professional, LGBTQ+ affirmative mental health and wellbeing services to LGBTQ+ communities across London and South Essex; along with advocating and providing LGBTQ+ voice, consultation, awareness raising, and dedicated LGBTQ+ education programmes and training services to professionals, schools, education services, and the non-profit, public, health and corporate sectors.

All elop services aim to promote the mental health, health, and well-being of all LGBTQ+ people, which may include those who self-define as lesbian, gay, bisexual, transgender, or who have queer relationships, are questioning sexual orientation, and/ or identify as non-binary, genderqueer, genderfluid, intersex, or are questioning gender identity.

elop believes that one area of health and well-being, whether this be emotional, mental, psychological, physical, sexual, social, or even community, cannot be fully achieved or maintained without recognition and opportunity for all concerns of our 'whole self' to be addressed. By having a range of mental health and wellbeing services we can refer those using one service to another service for additional support, information, or advice as appropriate. elop is committed to supporting people from a trauma informed perspective.

All elop services are provided by LGBTQ+ community members who are appropriately trained, qualified and/ or highly experienced in their area of practice.

elop's direct support services include:

***LGBTQ+ Community Counselling Service*** - low-cost, trauma informed, LGBTQ+ affirmative counselling services, which includes:

- individual counselling for adults (18yrs+)
- relationship/ couples counselling for adults
- individual free counselling for youth aged 12-17
- occasional family support

***LGBTQ+ Mental Health Support via our Heads-Out Service*** - dedicated LGBTQ+ mental health crisis prevention, intervention, and support services, which comprises of a range of psychoeducation, individual and group support, including

- individualised mental health and/ or safety plans
- ReFocus: mental wellbeing workshops
- ReCharge: weekly LGBTQ+ mental health peer support group
- Imago: weekly trans and non-binary support group
- Re-Engage: weekly LGBTQ+ social connection activity and friendship building support group
- ReMain: weekly LGBTQ+ support group for those seeking asylum
- ReBuild: LGBTQ+ mental health support plan programmes for those seeking asylum

***Additional LGBTQ+ Groups, Community Activities & Events*** – including

- Chapters: weekly 50+ LGBTQ+ social support meet-up group
- Nexus: weekly LGBTQ+ social support group
- Annual programme of varied community events and activities
- Rainbow Families: monthly LGBTQ+ parents and children to meet-up
- Tower Hamlets LGBTQ+ community forum: giving voice to LGBTQ+ community through bringing us together with local policy makers, professionals, and key service providers to celebrate, inform and advance greater LGBTQ+ inclusion, positive practice and change for all

***Youth Out East – LGBTQ+ Children & Young Peoples Services*** - including

- 1:1 mentoring support for 12-24s
- weekly 12-17s LGBTQ+ youth group
- weekly 18-25s, LGBTQ+ youth group
- varied youth activities programmes
- schools LGBTQ+ awareness education and training programmes for students and staff to address issues of homo, bi and trans phobic bullying, and to raise the visibility of LGBTQ+ young people etc.

**Education & Training Services** – providing varied CPD training, LGBTQ+ awareness and affirmative practice workshops, Q&A's, consultation, training series, programmes and/ or courses, many of which are often bespoke; along with our Foundation Certificate Course in LGBTQ+ Affirmative Counselling Skills, and the first of its kind in the UK, our 2yr counsellor qualifying training course, the Advanced Diploma in Integrative LGBTQ+ Affirmative Counselling.

**Representation, consultation, and partnerships** - elop is highly engaged in a range of collaborative work with local, regional & national partnerships, statutory and other mainstream service providers to advocate for and provide a stronger & cohesive LGBTQ+ voice.

**Volunteering Opportunities** – elop has a dynamic programme and variety of opportunities for LGBTQ+ community members to volunteer, contribute to the services, activities, and events of elop, including group facilitation, fundraising and management board membership, amongst many other openings to join our committed volunteer teams & be part of making a difference when it matters most.

N.B. at this current time all elop services are operating via a mix of in-person and remotely via online platforms, whilst we await completion of building works and relocation to new premises.

## **Section 2**

### **Job Description: LGBTQ+ Mental Health Worker**

Responsible to: Director of Mental Health Services  
Responsible for: Placement Students, Interns, and/ or Volunteers

Budget Responsibilities: Nil

Salary: **£31,000/ annum inclusive for 37 hours per week**

Hours: Typically, Mon-Fri office hours, with one regular later start and evening finish/ week, plus occasional other evening and/ or weekend work may be required.

### **Job Purpose, Responsibilities, and Activities**

1. Provide professional LGBTQ+ affirmative crisis intervention and preventative support, to those at risk of, or whom have previously had and/ or are experiencing mental health crisis.
2. Process internal and external referrals, providing individual and group support sessions.
3. Carry out intake assessments on new referrals, including at times those accessing counselling.
4. Provide 1:1 mental health crisis prevention support and/ or intervention; including individualised mental health, crisis and/ or safety action plans with allocated service users.
5. Support individuals to engage, identify, input, develop and implement their individual safety and/ or mental health plans.
6. Review and provide follow-up support post crisis intervention, including updating safety or prevention plans.
7. Design, plan, facilitate and develop mental health support and wellbeing groups, plus drop-in support.
8. Facilitate psychoeducation crisis prevention and mental wellbeing programmes/ workshops, including design of new and responsive sessions to support, enhance, and maintain mental health management and wellbeing.
9. Liaise with the counselling service team to process cross referrals and facilitate crisis intervention support for identified counselling clients.
10. Liaise with and make referrals to external community mental health services, crisis teams, clinical services, and other relevant professionals, as required
11. Support, line-manage, and supervise assigned placement students, interns and/ or volunteers.
12. Always ensure the privacy, safety, and wellbeing of all clients/ services users.
13. Maintain accurate records, case notes, crisis intervention outcome and impact reports, monitoring data, and evaluation proforma etc.
14. Implement and advance effective service communications and promotion strategy.
15. Raise awareness, network, promote and publicise service and referral pathways to mental health professionals, services, and specialist LGBTQ+ services.

16. Actively partake in service development and planning meetings, wider team meetings, line-management, and supervision.
17. Attend and cascade to wider team any relevant training, and other identified CPD opportunities.
18. Actively input into service monitoring & evaluations, and produce service reports for funders, management team and Board.
19. Implement any recommendations approved by the CEO and/ or Board
20. Input into the design and delivery of inhouse and external targeted LGBTQ+ mental health awareness raising, training and workshop sessions.
21. Work within the current mental health service action plan framework.
22. Deliver and meet the deadline of the Mental Health Worker annual work plan.
23. Contribute to operational service reviews and future development.
24. Contribute to the general staffing, support, and administration of elop's mental health services, including on occasion undertaking reception of service users and/ or covering another team member.
25. Work within all organisational protocols, including actively supporting, promoting and implementing elop's equalities, anti-discriminatory practice, adult and child safeguarding, and confidentiality policies.
26. Maintain up-to-date resources and keep up to date with changes in legislation and developments that relate to LGBTQ+ people and mental health.
27. Undertake any other duties commensurate with the purpose, role, responsibilities, duties and/ or activities of this post and elop's mental health services.

### **Person Specification: LGBTQ+ Mental Health Worker**

Listed below are the minimum essential requirements for the above position. These could have been gained through employment or volunteer work experience and/ or personal life experiences.

1. Direct personal knowledge and understanding of the lived experience, issues facing, and current needs of LGBTQ+ community members.
2. Commitment to promoting and supporting the needs of LGBTQ+ people and valuing the lived experiences of all intersections of LGBTQ+ communities.
3. A relevant qualification in mental health, psychology, health, counselling, or social work/ social care.
4. Be computer literate, with ability to utilise core Microsoft Office programmes and to be able to produce electronic publicity material.
5. Knowledge and understanding of mental health needs and issues facing LGBTQ+ people and the impact on daily life experiences.
6. Have experience of working in a mental health setting, and/ or with those experiencing mental distress.
7. Have experience of supporting people in crisis.

8. Have knowledge and/ or experience of working with victims of hate crimes, and/or those impacted by domestic or sexual abuse.
9. Have knowledge and ability to operate within safeguarding procedures.
10. Experience of empowering, enabling, and supporting people through 1:1 and group settings, creating safe, empowering, and non-judgement spaces.
11. Experience working on own initiative and as part of a team.
12. Experience of collaborative and multi-agency working.
13. Ability to work in a way that values and respects diversity and difference.
14. Understanding of and ability to work in a trauma informed way and framework.
15. Ability to establish and always maintain clear, ethical and appropriate boundaries and professional conduct.
16. Experience and ability to engage, support and enable participation and inclusion of diverse user groups, incl. people with mental health, learning disabilities, and/ or other support needs.
17. Experience of providing supervision and line-management support to staff and/ or volunteers.
18. Ability to plan, prioritise, organise, and administrate workload to effectively meet deadlines.
19. Ability to produce and present written and verbal reports, and be able to record, monitor and evaluate against agreed objectives.
20. Ability to communicate clearly and effectively across all levels, work collaboratively and negotiate effective working relationships
21. Understanding of need and ability to work within all relevant organisational policies and procedures and other required legal, professional, and ethical protocols.
22. Ability to work effectively in a team, demonstrating loyalty and commitment to the organisation and other team members.
23. Ability and willingness to work one regular evening/ week, plus occasional other evenings or weekends, and travel, as necessary.
24. Ability to time-manage and have the aptitude for working remotely and from home, when required.

### **Equality, Diversity and Inclusion Policy Statement**

This policy aims to outline elop's commitment to ensuring equality of opportunity and equal treatment for staff, volunteers, service users, visitors, and Trustees in terms of employment, access to services, any involvement with elop, and to provide guidance on anti-discriminatory practice. This policy is intended to assist elop to put this commitment into practice. Compliance with this policy should ensure that employees do not commit unlawful acts of discrimination and that our employment practices and service delivery are non-discriminatory and as far as possible, fully inclusive. elop through this policy and others aims to

- Promote equality of opportunity
- Celebrate and value diversity
- Eliminate unlawful direct and indirect discrimination

We recognise and acknowledge the diversity of our society and that certain groups and individuals within society experience prejudice, discrimination, and oppression.

We are committed to challenging and eradicating the prejudice, discrimination and oppression faced by people on the grounds of age, disability, gender, gender reassignment, pregnancy or maternity, race (including colour, nationality, and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership.

Wherever possible, elop will actively involve those groups and individuals who have traditionally faced discrimination and oppression in the running of the organisation and in the planning and development of our services. We also recognise that we may need to take positive steps to encourage previously marginalised and disadvantaged groups to use our services or apply for volunteer posts and paid employment.

elop expects all staff and unpaid volunteers to demonstrate an understanding of, and an active commitment to, this policy. As an employer and deliverer of services, elop believes that all those using, visiting, contacting, and working for the organisation have the right to expect equality, respect, and a non-oppressive and safe environment. This policy is intended to support and ensure this.

### **Confidentiality Policy Statement**

elop is committed to providing confidential services to all people using, visiting, or contacting the organisation. elop believes that the principles of confidentiality must be integrated across all aspects of services and management. elop believes that all those using, visiting, or contacting the organisation deserve the right to confidentiality and privacy to protect their interests and to safeguard the services of elop.

The purpose of confidentiality is to ensure privacy and safety for all people using, visiting, or contacting the service. All employees, whether paid or unpaid, must demonstrate a thorough understanding and practising commitment to the organisations confidentiality, privacy & associated GDPR policies, and the need for upholding all.

## **SECTION 3**

### **Application Process**

Applicants that adequately demonstrate through their application form the necessary skills and abilities, as set out in the person specification, will be invited for interview.

If you do not hear from us by the date given in your covering email, then you have not been short-listed for interview on this occasion. N.B., we do not provide feedback.

All interviews will be conducted only online.

References will be requested only after a successful interview.

The appointed applicant will be requested to take up post immediately they are available.

An initial induction will be organised upon commencement.

### **Application Form**

Once the **application** and **equalities monitoring** form have been completed, please save and submit electronically to [recruitment@elop.org](mailto:recruitment@elop.org) by the closing deadline given in the covering email.