



RECRUITMENT HANDBOOK

LGBTQIA+ PROJECT WORKER



ABOUT US

Changes Bristol is a mental health charity that provides peer support groups and befriending services around Bristol, South Gloucestershire and North Somerset. We offer free, open access provision through peer support groups (including online groups, in-person groups, cost of living groups and specific safe space groups, ie. LGBTQIA+, Women of Colour, Men of Colour, Women's and Men's groups) and befriending over the telephone and through 'Walk and Talk' and nature wellbeing groups.

We support people who are experiencing mental distress or low mental wellbeing, with no diagnosis, referral or commitment required. We currently support around 850 individuals per year, with 97% of survey respondents reporting an improvement in their mental wellbeing. Our services primarily rely on our team of over 120 brilliant volunteers, complemented by a core staff team of 11, along with 3 placement students, ensuring the seamless operation of our services.

You will be joining a small and vibrant team at a time when our service is more important than ever. The Charity has expanded substantially over the last 2 years and the role of Fundraising Officer drives awareness of our Charity and grows income that supports our projects.



Working at Changes has grown my confidence and improved my self-awareness, whilst showing me the amazing difference our services can make in people's lives.

I appreciate the flexibility of working at Changes, the support from managers and other staff, and the end goal of creating safe spaces for people to talk about their mental health.

Mostly, I appreciate the knowledge that my line manager believes in me, and this has allowed my confidence to grow to the extent that I've achieved things that wouldn't have been possible when I started

Working for Changes has changed the course of my life and given me a renewed sense of purpose. As someone who has been through mental health struggles myself in the past it gives me a great feeling for fulfilment knowing I am helping people that are going through similar things to me. The rest of our amazing team have all had lived experience to some extent and that unites us all towards this common goal of better mental health.

I've never been part of a more supportive workplace.



WHAT WE VALUE

The things we believe in that help make us who we are.

ALLYSHIP AND INCLUSION

To us, this means being committed to using our platform and services to amplify and advocate for the voices of under-represented individuals and communities. This includes designating safe spaces for these groups where they have the opportunity to discuss shared experiences of marginalisation and stigma. We are dedicated to using our personal privilege to support colleagues and members from historically marginalised and oppressed communities.

WELLBEING

Wellbeing means prioritising our physical and mental health and acknowledging when our needs are not being met. We encourage open and honest dialogue about how our members, staff and volunteers are feeling and what they need to improve their wellbeing. We understand that we cannot support others unless we are supported ourselves.

RESPECT

We strive to ensure every person feels welcomed and heard. Our goal is to prioritise authenticity, empathy and acceptance to foster genuine connections.

EMPOWERMENT

Recognising the value in other people's skills and unique qualities and supporting individuals to utilise these alongside their personal experiences in a way that encourages growth. We seek to help to raise up individuals and amplify the voices of our brilliant lived-experience community.

EQUALITY, DIVERSITY AND INCLUSION

Celebrating our differences and embracing the global community we are all part of is central to our cause. Everybody has mental health, but we understand that some communities face intersectional hardship and additional barriers to support, including discrimination.

We seek to ensure our community is inclusive, free of harmful power dynamics and representative of the population we serve. All of our services are 'safe spaces' but we have created dedicated spaces for Women of Colour, Men of Colour, LGBTQIA+ individuals, women and men, as we understand that these communities all face unique and nuanced challenges.

We understand that we still have more work to do, and we are committed to continual growth.

MEET THE TEAM



ALESSANDRA GAVA



CEO

LIAM COOPER-KING



HEAD OF SERVICES

SUMMER VARLEY



DEPUTY SERVICES
MANAGER

RACHEL MOONEY



FUNDRAISING AND
COMMS OFFICER

STEVEN HAY



BEFRIENDING VOLUNTEER
COORDINATOR &
PROJECT WORKER

ALEX SERJEANT



OFFICE
ADMINISTRATOR

SAYAM MUKHERJEE



WOMEN OF COLOUR
PROJECT WORKER

SAM SAYER



VOLUNTEER
COORDINATOR

YOU



LGBTQIA+ PROJECT
WORKER

JEN WITTS



PROJECT WORKER

CLAIRE VALENTINE



SOUTH BRISTOL
PROJECT WORKER

SOPHIE ATKINSON



BOARD
ADMINISTRATOR

AMBER



PLACEMENT STUDENT

ISABELLE



PLACEMENT STUDENT

KITTY



PLACEMENT STUDENT

ABOUT THE ROLE

LGBTIA+ PROJECT WORKER

SALARY

£ 24,465 pro rata 2 days per week (15 hours)



LOCATION

Hybrid: (Between office at the Wellspring Settlement in Lawrence Hill, remote around the city and home)

CONTRACT

Full Time. Fixed term: 1 year initially
(Subject to funding thereafter)

REPORTING TO:

Deputy Services Manager

One of our core values as a charity is 'Allyship' and we are committed to ensuring there are safe, welcoming and non-judgemental spaces for people who might experience discrimination, or face lack of acceptance, in other areas of their life. Our LGBTQIA+ peer support group is such a brilliant and important space. Your job will be to shout about it to the city of Bristol and beyond!

Your main responsibility will be to develop the LGBTQIA+ peer support group via promotion, networking, outreach work and supporting the volunteers, facilitating the group when necessary. You will be responsible for attracting new members, getting the word out about our services, in particular the LGBTQIA+ group and recruiting new volunteers for the group too.

You'll be expected to attend networking and promotional events, travelling to meet individuals and businesses when necessary. You'll have a keen eye for detail when it comes to understanding trends in group attendance and you'll be creative when it comes to thinking of new ways to reach diverse audiences and attract new members. You will be responsible for the development and growth of the LGBTQIA+ group.

ABOUT THE ROLE

LGBTQIA+ PROJECT WORKER (2 DAYS PER WEEK)



ROLE RESPONSIBILITIES 01.

1) Project Service delivery

- Continue to develop the online and some in person LGBTQIA+ group in line with contract KPIs and meet community needs
- Assisting in the training of new volunteers for the peer support group service
- Creative problem-solving and planning to attract new members and maximise the effectiveness of the service
- Facilitating support groups and supporting volunteers (occasionally you may also be required to facilitate a general group)
- Managing and supporting volunteers via de-briefs, supervisions and reflective practice
- Liaising with the Deputy Services Manager to ensure that the service operates safely and correctly, ensuring that volunteer levels are appropriate
- To handle safeguarding concerns appropriately, making judgements on the need for reporting where necessary (with support from the Deputy Services Manager)

2) Administration

- Helping to administer the service including collecting and collating monitoring data
- Completing necessary paperwork relating to incident reports, safeguarding and surveys
- To act as a main point of contact for enquiries regarding the LGBTQIA+ group, responding to emails and calls promptly
- To welcome new members to the LGBTQIA+ group with a phone call when they sign up
- To communicate and report to the Deputy Services Manager with any concerns as well as monitoring information for charity reporting
- Attend weekly staff meetings where possible
- Adhere to Data Protection law

3) Promotion / Publicity

- Networking, promotion and recruitment of new volunteers for the group- especially focussing on people with identities not already represented in our volunteer base
- Promoting the service digitally on various social media platforms, engaging with LGBTQIA+ communities online to get the word out about our services
- Networking with relevant organisations to expand awareness of the service (including GP surgeries, support workers, mental health teams & other charities across Bristol)
- Taking part in TV or radio interviews to promote the service, when necessary and if comfortable (please feel free to discuss with us if you are not comfortable with this and we can offer support and/or training)

ABOUT THE ROLE



ROLE RESPONSIBILITIES CONT'D

Other

- To work collaboratively with fundraising, media and the Befriending service team, sharing responsibility for the achievement of jointly agreed objectives, as appropriate
- To maintain a good working relationship with other members of staff, volunteers and service users/members
- Ensure this community is represented across the design and delivery of services at Changes Bristol
- To represent Changes in a professional manner
- To keep up to date knowledge about the voluntary sector in Bristol
- To assist other staff members covering holidays and sick leave
- To complete tasks as directed by the Deputy Services Manager, Head of Services, CEO and/or Trustees as appropriate for the smooth running of the charity
- From time to time you may need to help with the running of other aspects of the peer support service including the Befriending service

ABOUT THE ROLE



PERSON SPECIFICATION 01.

E = Essential. D = Desirable

Experience

1. Experience and understanding of mental health issues, lived experience will be viewed positively. E
2. Experience of working/volunteering in a health or social care field. E
3. Experience of facilitating groups. D
4. Experience of working with and supporting volunteers, supervising, mentoring, training etc. D
5. Demonstrable commitment to equality, diversity and inclusion. E
6. Experience of delivering training. D
7. Demonstrable commitment to ongoing development and learning. E

Knowledge & Skills

1. Ability to communicate in an open way that builds relationships, is receptive, impartial and non-judgemental. E
2. Demonstrate an understanding of the role and impact of peer support in people's lives. E
3. Be able to keep up to date with relevant information on mental health issues, services and the third sector in Bristol. E
4. Excellent organisational skills including written and IT. E
5. Good team working skills including listening, constructive feedback, respect and skill sharing E
6. Empathetic and non-judgemental approach to listening and communication. E
7. Ability to work in a strengths-based way that recognises the potential of individuals to develop resilience, to work towards recovery and to feel empowered to manage their own mental health/wellbeing. E
8. Awareness of risk assessment and safeguarding. E

Other

1. Willing to work flexibly, some evening working may be required D
2. Entitled to work in the UK E
3. Willing to have a DBS (formerly CRB) registration & be reference checked E
4. Resilience and ability to manage wellbeing in a conscientious way (with support of team) E
5. Ability to travel across the Bristol area to facilitate groups, network with different organisations and support volunteers E
6. It is a requirement for this role that the applicant identifies as part of the LGBTQIA+ community. E

ABOUT THE ROLE

We will consider applicants who meet 70% of the following criteria. Please do not be deterred if you do not meet every item on the person specification.

PERSON SPECIFICATION

02.

Knowledge & Skills

- Good written and verbal communication skills.
- Creative, with strong administrative skills.
- Good organisational skills
- IT skills including use of Microsoft office package, Google suite, Mailchimp and social media platforms

Other

- Willing to work flexibly, some evening and weekend working will be required
- Entitled to work in the UK
- Be willing to undergo DBS registration and checks
- Ability to travel across the Bristol area



PERKS!

03.



25 days annual leave (pro rata), plus bank holidays, plus 3 additional days leave for winter office closure between 25th December and New Year.



Eye tests paid for by us, plus £40 towards prescription glasses



Period & Menopause leave/policy



A paid day off on your birthday



A free Headspace membership



Personal development budget

Key dates:

Application deadline:
Midnight on Monday 3rd March
Interviews w/c 10th March

To apply:

**Please send a CV and cover letter to
recruitment@changesbristol.org.uk**

If you have questions or would like to talk further about the role, please email recruitment@changesbristol.org.uk

The Wellspring Settlement
43 Ducie Road
Bristol
BS6 6AN

changesbristol.org.uk

