



## Trans + Wellbeing & Advocacy Officer, North Job Description & Person Specification

<b>Post:</b>	<b>Trans+ Wellbeing &amp; Advocacy Officer, North</b>
<b>Locations:</b>	The OutHouse, 19 East Hill, Colchester, CO1 2QX. Different locations across North-east Essex
<b>Responsible to:</b>	Year 1: Communities Manager Year 2: Trans+ Wellbeing & Advocacy Services Lead, South
<b>Responsible for:</b>	Casual Group Facilitators Group Volunteers
<b>Working with:</b>	All Staff
<b>Proposed start date:</b>	1 <sup>st</sup> June 2026.
<b>Salary:</b>	£17,136 (£28,560 FTE)
<b>Hours:</b>	22.5 hours per week.
<b>Duration:</b>	3-year fixed term contract.
<b>Working pattern:</b>	Two evenings: 1:00pm - 9.00pm Saturday, 9:30am until 5:30pm *Please note: as we launch new groups in new areas - there may be slight adjustments to timings

### About The OutHouse

The OutHouse is a registered charity based in Colchester, Essex, who proudly support the lesbian, gay, bisexual, transgender, queer and questioning (LGBTQ+) community to feel seen, included and understood. We offer 1-to-1 support, counselling, group support, social events, advocacy, and awareness training with local organisations. Our purpose is to provide and advocate for safe and inclusive spaces for everyone from the LGBTQ+ community.

### Representing our Community

We encourage applications from members of the lesbian, gay, bisexual, transgender, queer, non-binary and gender questioning community.

### The OutHouse Values

The post holder will uphold the key values of The OutHouse, which are:

- To be reflective.
- To be honest, act with integrity, openness and transparency.
- To foster partnerships and collaboration.
- Celebrating successes of individuals and the community.
- To be inclusive and respectful.

Charity Incorporated Organisation: 1204555



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### **Our History**

In December 1979, we were founded as The Colchester Gay Switchboard. Over the past 45 years we have continued to evolve to meet the needs of the local LGBTQ+ community. Today, The OutHouse is built upon the legacy of the hard work and dedication of the hundreds of local LGBTQ+ community members who came before us. This legacy drives us forward.

### **Our Future**

We are embarking on a transformative moment for The OutHouse. Our community continue to face political uncertainty, where our community's rights are being challenged, which is affecting our community's mental health, wellbeing and sense of belonging. Now more than ever, our community needs the services we offer, to support, to make them feel heard, safe and supported. From June 2026 we will begin to deliver our wellbeing services in target districts across Greater Essex, embed co-production into everything we do and develop more robust and holistic reporting and evaluation, work collectively to define a voice and build county-wide awareness. We continue to work towards becoming self-sufficient in raising funds and delivering services which cover costs and will allow us to further our charitable objectives.

### **About the role**

This role requires a community-driven individual with a passion for delivering social groups, advocacy and wellbeing services throughout North Essex. The OutHouse is launching trans+ specialist services and developing our range of support for the adult trans+ community.

You will work closely with the Communities Manager to create new trans+ groups and services in Colchester, Braintree and Tendering. You will take care of social activities, the co-production of services in new districts and deliver existing trans+ groups in Colchester.

You will report on wellbeing improvements, supported by the Data and Evaluation Officer, to gain a better understanding of how our advocacy and wellbeing services are changing people's lives, improving their wellbeing and sense of community.

### **Role purpose and core accountabilities**

#### **Trans+ Advocacy and Wellbeing Service**

- Co-Production of 4 to 8 Groups for 20-people in each district, following guidance from the Communities Manager
- Supervision of Casual Group Facilitators and of Volunteers
- Support outreach to promote services and recruit attendees
- Promotion of groups through Social Media posting system with Head of Brand and Awareness



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- Delivering wellbeing sessions with trans+ adults and recording notes on Charitylog
- Monthly reporting on group attendances
- To ensure there are opportunities for people to contribute to the development of the project and influence decisions on how it runs and develops
- Ensure continuous improvement of delivery.
- Ensure that positive relationships are developed and maintained with the people in the groups, recognising their unique needs and starting points
- Identify areas of improvement and champion successes
- Ensure existing partnership are maintained and built upon
- Boost our reputation as the local leading LGBTQ+ charity
- Represent the charity in external meetings, events, or conferences
- Understanding safeguarding principles when working with vulnerable adults
- Comply with all OutHouse policies and procures including confidentiality, data protection, health and safety, safeguarding and IT policies

### Advocacy Support

- Build and maintain effective external referral pathways through active networking within the local community
- Assess individual needs and signpost Community Members to appropriate services, ensuring access to relevant support.
- Act as an advocate for Community Members, representing their needs and supporting them to navigate external services.
- Liaise with external organisations, including Housing Associations and local authority services, to facilitate timely and appropriate outcomes.
- Support Community Members with forms and essential life administration, for example benefit applications (such as PIP), and registration with GP and dental services.
- Where appropriate, support individuals to follow processes through to resolution, including checking progress and outcomes.

### OutHouse's Social Impact Numbers for the next 3-years

- Through service delivery ensuring we meet social impact KPI numbers.
- Accurate and timely monthly reporting of social impact figures.
- **Objective:** Support **1,395 individuals** through our wellbeing service by July 2029
- **Objective:** Support over **6,360 people** at our social groups by July 2029

### Trans+ Wellbeing & Advocacy, North KPIs

- **Objective:** Ensure Co-Production is embedded throughout service design
- **Objective:** Support 75 trans+ adults in year 1 through wellbeing sessions
- **Objective:** Help establish a Trans+ Advocacy & Wellbeing Service in Colchester, Braintree & Tendring by March 2027



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### Grant Funding - KPI

- **Objective: £10,000 annual grant KPI**, working with the Community Manager to identify key areas of need for our adult community from April 2027

### Safeguarding for Adults

- Safeguarding level 2 training
- Support the Trans+ Service following safeguarding practices and procedures.
- Work with other designated safeguarding leads to support integrated and consistent approach to safeguarding vulnerable adults.
- Record safeguarding issues to Designated Lead.

### Community Support:

- All staff are expected to support and contribute to fundraising and community activities for the OutHouse (with time off in lieu usually being available when they occur outside of working hours), including, for example:
  - OutHouse organised and hosted events
  - Local and regional Pride events (running OutHouse stands and marching)
  - Assisting with running OutHouse stands at local and regional events

### Requirements and skills

- An engaging, passionate, energetic human
- Someone who can work self-sufficiently
- At least two years of experience in a wellbeing officer or similar role, ideally supporting underrepresented communities with their health and wellbeing. Ideally with a qualification in this field.
- Strong understanding of mental health, wellbeing, and self-care, along with the ability to signpost individuals to appropriate support services. Being non-judgemental, empathetic and sensitive in approach.
- Experience working with marginalised communities
- Previous experience of safeguarding or working with vulnerable adults/or with a good understanding of communities' needs, and willingness to learn
- Someone who understands community, and has experience of diverse LGBTQI+ communities
- Excellent people and communication skills
- Excellent team player who can be flexible and adaptable
- Financially responsible
- Availability to work within opening hours (including weekends and holidays)
- UK driving licence