**27 September 2024**

Dear Applicant,

Thank you for your interest in the post of **Lewisham LGBTQ+ POC Mental Health Support Worker.**

In this pack you will find:

* Job Description
* Person Specification

On our website at [metrocharity.org.uk/jobs](https://metrocharity.org.uk/jobs/) you will find:

* Application Form
* Guidance Notes for Applicants
* Monitoring Form
* Our Equal Opportunities Policy Statement

Please note that **CVs will not be considered** as part of your application, we will be short-listing from fully filled out application forms only.

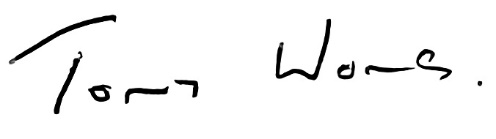
Your completed application form should be sent to arrive no later than **9:00am on 22nd October 2024** by email to recruitment@metrocharity.org.uk. Please include your full name in the message subject line. Your email including attachments must not exceed 5MB in size. Please also complete the Equality and Diversity monitoring form which can be found on our website at the link above.

Interviews will take place in the **week beginning 11th November 2024**.

For further information regarding this post please contact **Charlene Frost on 020 8305 5000 or by email Charlene.frost@metrocharity.org.uk**.

We look forward to hearing from you.

Best wishes



Tony Wong, CEO

# 

# Job description

## Key details

|  |  |
| --- | --- |
| **Job title** | Lewisham LGBTQ+ POC Mental Health Support Worker |
| **Employment status** | Part-time |
| **Duration** | Permanent |
| **Salary/Wage** | £26,675 full time salary, pro rata £12,003 |
| **Hours** | 17.5 hours a week, with some occasional evening and weekend working |
| **Line manager** | Lewisham LGBTQ+ Mental Health and Wellbeing Co-ordinator |
| **Coordinated by** | Head of Mental Health, Wellbeing and Youth |
| **Employer** | METRO Charity (The Metro Centre Ltd) |
| **Location** | Main location of work is METRO New Cross and across the Lewisham community. |
|  |  |

## Job outline

We are seeking a dynamic and innovative community mental health and wellbeing support worker to lead a new programme based in Lewisham for LGBTQ+ individuals, with a focus on developing support in people of colour (POC) communities. We will work with the communities, especially from an intersectional lens to develop co-produced wellbeing activities to ensure greater mental health and wellbeing. Activities such as walking, cooking, reading, banner making, gardening groups and one to one support will be provided. This job would suit someone who is able to work with a diverse range of people to ensure they can meet their mental health and wellbeing goals but also has good relational skills

### Programme

This role will be part of two programmes of work which we are funded for. One is our existing mental health and wellbeing drop-in programme, one to one advice and advocacy for LGBTQ+ communities, and a second programme of work called Lewisham Proud and Well, designed to work with communities to co-produce activities which will support and stimulate wellbeing for the participants. The aim of the programme is to help participants feel more independent and more aware of the range of service provision and help that is available locally. We want to build an intersectional group of people and create the environment where LGBTQ+ people of colour can support and encourage each other towards greater wellbeing.

Role

This role will include client assessment, one-to-one support and advice work, as well as group work facilitation. You will work alongside and be line managed by the Programme Coordinator for Lewisham Mental Health and wellbeing services, co-facilitating group work and one-to-one support together.  You will also work with a small team of volunteers who work on the projects.

## Main tasks

1. To oversee and support the Lewisham Proud and Well service, from our base in the Mulberry Centre, New Cross.
2. To develop a model of working of supporting clients one to one as well as through co-producing groupwork. For example, stimulating discussion around activities that might be co-produced such as yoga, mindfulness, book clubs, gardening etc.
3. To create, develop and deliver a person of Colour only LGBTQ+ Support Group in Lewisham
4. To support in our existing mental health drop-in which happens weekly, including working with co-facilitators
5. To provide advice and advocacy sessions to clients when needed, for example, for help with benefits, debt, immigration, discrimination, housing advice etc.
6. To assess new clients and lead them into accessing the service, or for onwards referral and signposting if appropriate.
7. To work with the Lewisham LGBTQ+ Mental Health Coordinator and Head of Mental Health to ensure that all monitoring and reporting is collected, collated, and submitted on time to the local authority.
8. To support monitoring reports, and attend contract meetings with the funder when required, alongside the Lewisham LGBTQ+ Mental Health Coordinator and Head of Mental Health
9. To support a small team of volunteers with the Lewisham LGBTQ+ Mental Health Coordinator.

## Other duties

1. Adhere to METRO policies and procedures at all times.
2. In line with METRO’s policy on Information Governance (IG), confidentiality and data handling, you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO’s Information Governance policies.
4. In line with METRO’s policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training modules as indicated by your line manager.
5. Attend regular supervision, and to undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by your manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.

# Person specification

|  |  |  |  |
| --- | --- | --- | --- |
| Knowledge & Experience | Skills & Abilities | Essential  /Desirable | Application  /Interview |
| Identifies as a Black or Minority Ethnic as part of this role Equality Act  2010 Schedule 9 Part 1) |  | Essential | Application and Interview |
| Identifies as LGBTQ+ (Equality Act  2010 Schedule 9 Part 1) |  | Essential | Application and Interview |
| Understanding and knowledge of low-level mental health issues, including supporting people with anxiety and depression |  | Essential | Application Form & Interview |
| Understanding of issues affecting the LGBTQ+ community around mental health in an urban city environment. |  | Essential | Application Form & Interview |
| 1 year of working or volunteering experience with a vulnerable population |  | Essential | Application Form & Interview |
| Experience of working with  people from intersectional LGBTQ+ communities and an understanding of the intersection between  race and their LGBTQ+ identity |  | Essential | Application Form & Interview |
| Some knowledge and experience in supporting people who have experienced a diverse range of mental health issues, and those who have been in secondary mental health care |  | Desirable | Application Form & Interview |
| Experience in supporting clients one to one around their mental health, including assessment, signposting and referral, and helping clients to co-produce goals and achieve them. |  | Essential | Application Form & Interview |
| Experience in facilitating groups for those from an LGBTQ+ and/or only POC background |  | Essential | Application Form & Interview |
| Experience and knowledge of group work facilitation skills, and dynamics |  | Essential | Application Form & Interview |
| Experience working around safeguarding and confidentiality for vulnerable adults |  | Essential | Application Form & Interview |
| Experience in collecting and collating information for funders reports |  | Desirable | Application Form & Interview |
|  | Good verbal and written communication skills, including the ability to explain complex things in a clear way | Essential | Application Form & Interview |
| Knowledge of the demographics of the LGBTQ+ community in Lewisham |  | Desirable | Application Form & Interview |