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7 January 2025

Dear Applicant,

Thank you for your interest in the post of Lewisham LGBTQ+ Mental Health Support Coordinator

In this pack you will find:

- Job Description
- Person Specification

On our website at 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 Monday the 10th of February 2025** 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 24th of February 2025**

Are you interested in this role and would like to ask us any questions? Come to our drop-in session about the role on Wednesday, January 22nd, from 5 to 6 p.m. Please email tracey.dwamenah@metrocharity.org.uk for the Zoom link.

We look forward to hearing from you.

Best wishes

Tony Wong, CEO

METRO Woolwich
Equality Community Hub
1st Floor Equitable House
7 General Gordon Square
London
SE18 6FH

METRO New Cross
15 Amersham Vale
London
SE14 6LE

METRO Lambeth
78 Fitzalan Street
Lambeth
London
SE11 6QU

METRO GAD
The Forum at Greenwich
Trafalgar Road
London
SE10 9EQ

METRO Gillingham
Parkwood Health Centre
Long Catlis Road
Gillingham
Kent
ME8 9PR

METRO Hertfordshire
Stevenage Clinic
Southgate Health Centre
Stevenage
Hertfordshire
SG1 1HB

Job description

Key details

Job title	Lewisham LGBTQ+ Mental Health Support Coordinator
Employment status	Part-time
Duration	Permanent
Salary/Wage	£33,000 pa, pro-rated at £19,800 for 21 hours, £26,400 for 28 hours.
Hours	28 hours a week (but open to 21 hours and above), Monday – Friday with some occasional evening and weekend working
Line manager	Head of Mental Health and Youth Services
Coordinated by	NA
Employer	METRO Charity (The Metro Centre Ltd)
Location	Main location of work is METRO New Cross and across other METRO offices and areas of operation

Job outline

We are seeking a dynamic and innovative mental health support coordinator to lead our programme based in Lewisham for LGBTQ+ communities. We will work with the communities, especially from an intersectional identity lens to develop co-produced wellbeing activities to ensure greater mental health. 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.

[Programme]

This role will be part of two programmes of work which we are funded for. One is our existing mental health 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.

[Role]

This role will include client assessment, one-to-one support and advice work, as well as group work facilitation. This role would suit someone with a background in mental health support, and someone who is interested in building programmes alongside the LGBTQ+ community in Lewisham, especially with intersectional identities. You will also manage a support worker and a small team of volunteers who work on the programmes.

Main tasks

1. To oversee and lead the Lewisham Proud and Well service, from our base in the Mulberry Centre, New Cross.
2. To advertise the service, and reach out to a range of partner agencies to ensure referrals pathways for diverse and intersectional clients
3. 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.
4. To develop a goal-based intervention to work with clients around their mental health goals on a one-to-one basis.
5. To lead our existing mental health drop-in which happens weekly, including working with co-facilitators
6. To provide advice and advocacy sessions to clients when need, for example, for help with benefits, debt, immigration, discrimination, housing advice etc.
7. To assess new clients and lead them into accessing the service, or for onwards referral and signposting if appropriate.
8. To work with the Head of Mental Health to ensure that all monitoring and reporting is collected, collated, and submitted on time to the local authority.
9. To take the lead on monitoring reports, and attend contract meetings with the funder when required, alongside the Head of Mental Health.
10. To line manage a support worker and recruit, develop and oversee a small team of volunteers.

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
Detailed understanding and knowledge of medium to high-level mental health issues, including supporting people with mental health issues		Essential	Application Form & Interview
Understanding of issues affecting the LGBTQ+ community around mental health in an urban city environment.		Essential	Application /Interview
Experience of working with people from intersectional LGBTQ+ communities and an understanding around the intersection between race/disability/gender etc.		Essential	Application Form & Interview
At least 3 years of working or volunteering experience with a vulnerable population or 3 A Levels		Essential	Application /Interview
Good knowledge and experience of supporting people who have experienced a diverse range of mental health issues, and those that have been in secondary mental health care		Desirable	Application Form & Interview

Experience of 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 /Interview
Experience of facilitating groupwork for those experiencing medium to high level mental health issues		Essential	Application Form & Interview
Experience and knowledge of groupwork facilitation skills, and dynamics		Essential	Application Form & Interview
Experience of directing and supporting staff and volunteers		Essential	Application Form & Interview
Responsible for the safeguarding of clients and the health and safety of the projects		Essential	Application Form & Interview
Good understanding of wider team and key stakeholders and experience of collecting and collating information for funders reports and presenting this information		Essential	Application Form & Interview
Ability to follow a large number of processes and is responsible of improving them		Essential	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 development work in new plans and strategies to fundraise		Desirable	Application Form & Interview
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