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20 October 2023

Dear Applicant

Thank you for your interest in the post of **LGBTQ+ Groupwork Lead**.

In this pack you will find:

- Job Description
- Person Specification

On our website 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 01/12/2023 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.

Interviews, likely held over Zoom, will take place in the **week beginning 11/12/2023**.

For further information regarding this post please contact **Zaziah Wood on 020 8305 5000 or by email zaziah.wood@metrocharity.org.uk**.

We look forward to hearing from you.

Best wishes

Andrew Evans, CEO

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The Forum at Greenwich
Trafalgar Road
London
SE10 9EQ

METRO New Cross
The Mulberry Centre
15 Amersham Vale
London
SE14 6LE

Job description

Key details

Job title	LGBTQ+ Groupwork Lead
Employment status	Part-time
Duration	Fixed-term until 31 st March 2024
Salary/Wage	£28,950 pa pro-rata (equating to £8,685 pa)
Hours	10.5 hours per week (or 3.5 hours per week if just covering groups)
Line manager	Counselling Services Manager
Coordinated by	Head of Mental Health & Wellbeing
Employer	METRO Charity (The Metro Centre Ltd)
Location	Community-based venue in the London borough of Hounslow/METRO New Cross office.

Job outline

The LGBTQ+ Groupwork Lead will deliver a series of group work sessions in the community for people with low-level mental health needs. They will be part of our Cherish mental health support programme, in partnership with Naz, and working across the London boroughs of Hammersmith & Fulham and Hounslow.

Programme

The post-holder will source community venues and locations in Hounslow, and Hammersmith & Fulham and deliver a series of groupwork sessions for those from LGBTQ+ communities vulnerable to low-level mental health issues such as anxiety and depression. The aim is to improve health and wellbeing and prevent people dropping into crisis around their mental health needs.

Role

The post-holder will deliver a series of group work sessions with a small cohort of clients.

Main tasks

1. Deliver a therapeutic group work service for LGBTQ+ people, including delivering wellbeing sessions, using mindfulness and CBT techniques to improve mental health outcomes. (with six sessions in each course, each session lasting 1.5 hours).

2. Contribute to performance reports for funders, including collecting and presenting data.
3. Supervise and line manage sessional co-facilitators/volunteers that wish to volunteer for the programme.
4. Directly provide LGBTQ+ communities with therapeutic/well-being support in a group setting, and where necessary, signpost/refer to relevant services.
5. Use therapeutic techniques to improve and strengthen people's sense of mental health and wellbeing, including exploring topics such as: living with and managing anxiety and depression, reducing isolation, building a sense of community and social contacts, reducing internalised homo/les/bi/transphobia.
6. Attend multi-disciplinary team meetings and develop good relationships with key stakeholders, including working closely with our partners, Naz, and their counselling and services team.
7. Keep abreast of current issues, developments, legislation, and guidance in the field of mental health and wellbeing as it pertains to LGBTQ+ communities.
8. Record notes and keep up-to-date client records in line with METRO's information governance, service governance, and legal and statutory duties when working with complex, vulnerable clients.
9. Attend monthly Cherish programme team meetings.
10. Deal with safeguarding and child protection issues and support other team members to recognise, record actively, and report any safeguarding concerns to the safeguarding lead in line with METRO's safeguarding policy and procedures.

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

Qualification, Knowledge & Experience	Skills and Abilities	Essential or Desirable	Application Form, Interview, Presentation
	Skills and ability to deliver groupwork in a community-based setting	Essential	AF & I
Experience leading projects and managing staff and volunteers competently		Essential	AF & I
In-depth knowledge and understanding of the mental health needs of LGBTQ+ communities and the social and economic determinants of health and wellbeing		Essential	AF & I
Understanding of approaches such as CBT, mindfulness and creating a positive groupwork approach to managing mental health		Desirable	AF & I
Experience of working in a team delivering a partnership project		Desirable	AF & I
	Able to demonstrate resilience when handling traumatic issues	Desirable	AF & I
Understanding of safeguarding principles and good practice		Essential	AF & I
Experience of delivering groupwork support in a multi-cultural, diverse setting		Desirable	AF & I
	IT skills – Experience of using Word, Excel, Outlook, and using databases	Desirable	AF & I
Experience of signposting to other agencies, and working to support clients to access other services		Essential	AF & I

Experience in facilitating groups of clients or service users in psycho-educational and peer-led programmes		Essential	AF
	Ability to travel across London boroughs of Hammersmith & Fulham and Hounslow	Essential	AF & I
Understanding of confidentiality and boundaries as related to this work		Essential	AF
Experience in building and maintaining key stakeholder relationships		Essential	AF & I
Contribute to regular performance reports for funders, including collecting and presenting data on projects.			