

Job Description – LGBTQ+ Carers 2025-26

We are a LGBTQ+ (Trans & non-binary) inclusive organization & Disability Leader

Supported by:



Deadline: applications: 24th Oct

Start Date: 10th Nov 2025

Position: Outreach Worker & Activity - LGBTQ+ Unpaid Carers

(St Albans District & Welwyn and Hatfield)

Hours per week: 7 hrs a week (p/t) – 1 day on Fridays
(needs flexibility to attend training or networking events)

Plus - Group activities on Saturdays once a month

Salary: £18.10 per hour with opt-in 5% Pension Contribution

FTE: £32,942 Pro-rata: £7,222

Must be a car owner/driver and able to travel around Hertfordshire

Training: Jan to May 2026, Fridays 10am-3pm – 4 hours per wk.

Contract: Nov 2025 – 30th Sept 2026 (with a possible extension)

Reporting to: Project Manager

Purpose

The difference “LGBTQ+ Unpaid Carers” project aims to make

Over the course of the project you will organise venues to deliver a variety of mindful group activities and refer people to our Mentoring support.

You will work 7 hours a week at regular fixed day on Friday plus one Saturday each month where you will use time in between to recruit participants to the monthly Carers Grups.

The role involves:

1. Reaching, engaging and booking LGBTQ+ carers or those who care for LGBTQ+ people, into programmes of activities and attend each of the venues listed above (morning & afternoon) plus attend other activities, network events and use social media to promote the Carers support groups that you will run i.e.
 - a. Pasta Making
 - b. Card Making
 - c. Pottery Making
 - d. Social Activities
 - e. Beetle drive
 - f. Quiz Games
 - g. Etc
2. Facilitate monthly groups to rest & recharge.
3. Have a broad range of LGBTQ+ Carers engaged in the process.
4. Consider differentiation on issues of age, disability or ethnicity.
5. Deliver the in-person sessions with support of another staff or one of our registered volunteers.
6. Support referral mechanisms to enable access to Carers services.

Targets for the project

Carers outputs:

1. Coordinate two main sites for delivery: St Albans Museum & Hatfield (TBC) to ensure routine peer support and referral to mentoring support where needed.
2. Hosting additional in-person sessions. Registering and checking attendance, reporting and ensure the smooth running of sessions at each venue.

Carers Outcomes:

1. Reduction of mental health crises and social care dependency.

Reach 40 LGBTQ+ Carers and ensure attendance by individuals to at least one of the physical venues over the project period. Develop a support mechanism through discussions, telephone contacts, social media, emails and to make attendees aware of **our individual Mentoring support for LGBTQ+ people** to feel more self-aware, achieve objectives and be prepared for issues that stand in their way of moving forward. It will build confidence to face the daily abuse some are suffering whilst with others, it will enable motivation to achieve new goals.

Beneficiaries

- All individuals from LGBTQ+ communities, particularly those who are isolated, economically inactive, disabled, from the global majority (BAME) or living with neurodiverse conditions.
- Families, carers, and support networks of LGBTQ+ individuals.
- LGBTQ+ people at risk of suicidality or domestic abuse.
- LGBTQ+ people needing to report Hate Crimes, Hate Incidents or Non-Hate Crime Incidents through our Third-Party Reporting Centre for all of Hertfordshire.
- LGBTQ+ groups and LGBTQ+ organisations approved by Impactful Governance.

Record and report on outcomes using our Database (CRM), case studies, observations, interviews and some feedback forms.

Main Duties

- ☐ Through discussions, telephone contacts, social media and emails, encourage attendance to achieve and exceed target numbers.
- ☐ Make contacts and attendees aware of our Mentoring support for LGBTQ+ people to feel more able to achieve goals or overcome difficulties.
- ☐ Set-up venues using a schedule of dates, populated and promoted through our platform "OutSavvy", social media pages and groups on Facebook and Instagram as well as our website.
- ☐ Achieve the minimum outputs required for the project.
- ☐ Write Case Studies (minimum one per year), providing support for the attendees, facilitating refreshments, equipment & materials are available.
- ☐ Work within Policies and Procedures and ensure that the organisation Aims are being met.

- ☐ Encourage everyone to work towards our vision.
- ☐ Distribute marketing publicity and campaign materials to raise awareness.
- ☐ Drop off leaflets and send out electronic versions to various organisations.
- ☐ Register participants and contacts made through our CRM with information about organizations and individuals we work with and support how our participants may access our other services throughout the project.
- ☐ Work in accordance with processes including when working with vulnerable adults or children: Safeguarding and Data Protection.
- ☐ Maintain an up-to-date knowledge by attending training or networking events, promoting our LGBTQ+ & Carers issues and services.
- ☐ Maintains accurate records, including service user files, and databases, and undertake all quantitative and qualitative monitoring within expected timeframes whilst also adhering to Data Protection.
- ☐ Work in accordance with and actively promote the values of Impactful Governance, including equality, diversity and inclusion.
- ☐ Actively coordinate and provide supervision, training as well as staff and team meetings.
- ☐ Work within the framework of Impactful Governance's policies and procedures, particularly in terms of confidentiality and safeguarding.

Additional requirements & notes:

- Consideration of important influences such as caring responsibilities, Mental Health, Learning Disability & Autism, finance or debt, housing, domestic abuse or bereavement mean linking with other Impactful Governance colleagues to support a range of issues is essential.
- Where safety or suicidality is identified or a concern raised, this needs to be reported to the Designated Senior Person (DSP) for Safeguarding. The DSP is Andrew Waite and the Safeguarding Policy is to be followed when raising a cause for concern.
- We find ways to Advocate on behalf of this isolated and often overlooked community. This will involve sharing issues with our Chief Executive for reporting and to challenge those issues at a higher level.
- We want to hear people's personal journey and discover what obstacles are in the way of support.
- Different LGBTQ+ communication methods may be needed for diversity & inclusion (e.g. ref: Polari).
- This role includes Saturday working hours for in-person delivery.
- Lived experience of staff on this project will ensure empathy and relatability, all staff are qualified.
- You will participate and complete a training qualification level 1 Mentoring course with us, as a compulsory requirement of this role.



Deadline:

applications: 24th Oct 2025

Application form:

please complete & send to: admin@ig-cic.org.uk

Person Specification

Essential Criteria

Qualifications & Training

- Level 2 qualification in Health and Social Care, Community Work, or related area or equivalent Degree level qualification if not.
- Commitment to complete Level 1 Mentoring qualification (mandatory).
- Evidence of training in equality, diversity, inclusion, or safeguarding.

Experience

- Experience in community outreach or engaging underrepresented groups, ideally LGBTQ+ communities.
- Experience facilitating social, creative, or wellbeing sessions.
- Understanding of unpaid carers' challenges, confidentiality, and professional boundaries.
- Experience in record keeping, using databases/CRM, and writing case notes or reports.
- Familiarity with safeguarding and referral processes.

Knowledge

- Awareness of LGBTQ+ identities, culture, and intersectional issues (including race, disability, or neurodiversity).
- Understanding of the experiences of unpaid carers and barriers to accessing support.
- Knowledge of safeguarding, data protection (GDPR), and confidentiality principles.
- Awareness of Hertfordshire's community landscape (desirable).

Skills & Abilities

- Excellent interpersonal and communication skills; able to build rapport with diverse individuals.
- Confident in facilitating small group sessions and supporting peer discussions.
- Strong organisational skills: able to plan events, book venues, and manage time efficiently.
- Proficient in Microsoft Office and social media (Facebook, Instagram, OutSavvy).
- Accurate record keeping, reporting, and use of databases.
- Ability to work independently, use initiative, and adapt to changing needs.
- Confident in promoting events and distributing outreach materials.

Personal Qualities

- Empathetic, patient, and committed to equality, diversity, and inclusion.
 - Professional integrity with respect for confidentiality.
 - Self-motivated and reliable, with good time management.
 - Resilient and able to manage emotional or sensitive situations.
 - Collaborative and open to learning through supervision, feedback, and training.
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Additional Requirements

- Valid driving licence and access to a vehicle for community travel.
 - Availability for Wednesday work, monthly Saturday sessions, and training days.
 - Willingness to represent Impactful Governance at community and networking events.
 - Commitment to safeguarding and adherence to organisational policies and procedures.
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Desirable

- Level 3 qualification or above in Community Development or related field.
 - Experience within LGBTQ+ projects, mental health, or carer services.
 - Training in Mental Health First Aid or Suicide Prevention.
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Values

- **Equality & Inclusion:** Promotes respect and accessibility.
 - **Empowerment:** Supports individuals to grow in confidence and independence.
 - **Integrity:** Upholds honesty and confidentiality.
 - **Collaboration:** Works positively with colleagues and partners.
 - **Accountability:** Delivers outcomes and maintains accurate records.
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- **This role suits a compassionate, organised, and proactive individual passionate about supporting LGBTQ+ carers, reducing isolation, and creating inclusive, positive community spaces.**

Application Form

Outreach Worker & Activity - LGBTQ+ Unpaid Carers

Criteria	Evidence (specific examples)
1. Qualification & Training	
2. Experience	
3. Knowledge	
4. Skills & Abilities	
5. Personal Qualities	
6. Desirable – Qualifications	
7. Desirable – experience	
8. Desirable Mental Health, First Aid or Suicide Prevention	