

We are a Trans & non-binary inclusive charity



IMPACTFUL GOVERNANCE
Community Interest Company



Job Description

Closing Date: 19th September 2025

Interviews: w/c 22nd September

6th October 2025

Essential: car owner/driver

(must be LGBTQ+ with lived experience)

plus 1 year + Outreach experience

Contract Start:

Position: **LGBTQ+ Outreach Worker**

Length of Contract: 12 months (renewed annually) subject to funding.

Hours per Week: 14 hours

One week per month of evenings 7-9pm Mon – Fri (some Saturdays) at physical venues.

Other weeks will be 3-5pm (Mon – Fri) & some whole day events/networking/training.

Salary: FTE £29,611 (£11,844 per annum pro-rata) at £16.27 per hour

Annual Leave 11 days per full year

Employee opt-in pension contribution 5% or more of salary

Employer opt-in pension contribution 3% of salary

Reporting to: Manager

Purpose

To deliver person-centred outreach support and engagement across Impactful Lives (I.L.) and our partner organisation Impactful Governance's (I.G.) community projects.

This role will focus on engaging LGBTQ+ individuals, including those with complex needs, to reduce isolation, encourage access to support, and increase visibility of the services we (I.L. & I.G.) provide across Hertfordshire and surrounding areas.

Main Duties

- Maintain/encourage participation at (currently five) "Queers & Peers Groups".
- Directly reach out to LGBTQ+ individuals and communities, including those with additional needs such as disabilities, neurodiversity, or social disadvantage.
- Work our existing database of LGBTQ+ people to update details, retain contact and encourage participation in the many activities we provide or support.
- Build trusting relationships with new and existing service users, offering initial support, signposting, and referrals to relevant internal (or under direction) to external services.

- May involve meetings and organising existing or alternative approved venues.
- Promote our services through community engagement events, social spaces, social media and collaboration with local organisations.
- Identify and attend locations where LGBTQ+ individuals and groups may benefit from LGBTQ+ support, to meet the objectives of the project and partnership.
- Record and report all outreach activities and engagement outcomes using our internal CRM systems recording systems (initial training and induction will be provided).
- Always maintain confidentiality and professionalism, especially when supporting vulnerable individuals and following safeguarding protocols and procedures in accordance with our policies.
- Encourage participation in activities, social groups, and mentoring services run by Impactful Governance and Impactful Lives (Charity No. 1203136).
- Support participants in developing confidence, social connections, and access to resources.
- Work in partnership with other team members to co-deliver inclusive community-led services and events.
- Attend regular supervision, team meetings, and training opportunities.
- Complete venue risk assessments, travel logs, and safeguarding reports when required.
- Comply with GDPR and safeguarding policies and raise any concerns promptly.
- Promote the values of equality, diversity, and inclusion in every aspect of work.
- Contribute toward regular monitoring reports, participant feedback summaries, and impact statistics. You may be asked to write case studies on some clients.

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, domestic abuse or needing Carer support.
- 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 our Trustees.

Target Audience (Examples, not exhaustive)

- Individuals not currently accessing mainstream services.
 - LGBTQ+ adults aged 18+, particularly those with lived experience of disadvantage and children & young people under 18 years (with supervision).
 - Parents or Carers of LGBTQ+ if LGBTQ+ individuals under 18 years of age.
 - LGBTQ+ children under 18 years may be directed to Impactful Governance Mentoring support.
 - Intersectional communities (e.g., LGBTQ+ and BAME, disabled LGBTQ+ individuals and older LGBTQ+ people).
 - LGBTQ+ residents specifically across Watford, St Albans, Stevenage, Dacorum, Hitchin, Hertsmere and other surrounding Hertfordshire towns.
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Partnerships

- Attend and support events run by partner organisations, representing Impactful Lives and supporting Impactful Governance in a professional and welcoming manner.
 - Build positive relationships with community hubs, charities, and statutory services.
 - Signpost individuals (after your own supervision meetings) to relevant external services including housing, health, employment, and mental health provision upon completion of our projects.
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Expenses

- Travel reimbursed at 45p per mile when using your own vehicle for business during working hours (environmental alternatives should be considered first). Travel to and from your regular place of work is not reimbursable, per HMRC guidelines.
 - Impactful Governance have set up a partner discounted travel scheme with Arriva for anyone on our programmes or for staff at
[Impactful Governance | Arriva Bus UK Benefits:](#)
 - Payment by Direct Debit made to Arriva if you choose this option.
 - Unlimited Arriva bus travel every month in the zone(s) of your choice
 - No minimum contract - join and leave when you want with no penalty

Leave

A Leave Policy applies and is included within the application process.

All leave must be requested and approved before being taken.

September to August is 12 full months = 5.6 weeks FTE (28 days)

0.4 FTE x 5.6 x 52 weeks = **11 days leave entitlement *including* public holidays.**

Leave must be taken *firstly* during our Annual Closure period (Dec-Jan)

If unpaid leave is taken and therefore not worked, leave entitlement will be affected as leave is accumulated when hours have been worked. In other words, leave entitlement can only be accumulated for time worked and earned. Any approved leave you request and wish to take **before earned will be as unpaid leave (if approved).**

Inclusive Practices

An Equality, Diversity and Inclusion Policy applies and is provided during application.

All parts of the LGBTQAI+ are welcome and actively included in our charity.

Impact Monitoring

Your work will contribute to the following:

- Number of LGBTQ+ individuals engaged through outreach
- Number of one-to-one sessions held
- Number of Groups created
- Increase in visibility and access to services
- Feedback gathered from individuals and communities
- Partnerships established or maintained

Beneficiary Outcomes

100% of those engaging with IG and/or IL will have access to more safe and inclusive spaces where people can socialize without fear of judgment.

Queers and Peers

- Reduced isolation 45%
- Improved social networks 35%
- Increased opportunities for peer support 35%
- Improved access to LGBTQ+-Friendly Mental Health Services
- Improved financial literacy 20%

All support materials, systems, and activities created during your role remain the intellectual property of Impactful Lives Charity and Impactful Governance - CIC.

You will report on progress towards targets at meetings and Annual General Meeting (AGM) and be line managed by our charity operations manager who is accountable to the Board of Trustees.

(updated 18th Aug 2025)

Essential Criteria

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| 1. Qualifications & Experience | <ul style="list-style-type: none"> - Proven experience working in community outreach, support work, or advocacy, especially within the LGBTQ+ sector. - Demonstrated ability to work with vulnerable and diverse individuals including those who are neurodivergent, disabled, economically inactive, or from global majority communities. - Experience with safeguarding protocols and working under safeguarding policies. - Competency in recording and reporting through databases, CRM systems, or similar digital tracking platforms. |
| 2. Knowledge | <ul style="list-style-type: none"> - Strong understanding of issues affecting LGBTQ+ individuals, including intersectional experiences (e.g., BAME LGBTQ+ individuals, older LGBTQ+ people, disabled or neurodiverse LGBTQ+ people). - Knowledge of the local geography and communities in Hertfordshire and nearby areas. - Awareness of confidentiality, GDPR, and safe working practices. |
| 3. Skills | <ul style="list-style-type: none"> - Excellent verbal and written communication skills. - Ability to build trust and develop relationships with individuals from diverse backgrounds. - Strong organisational and time management skills. - Ability to work independently with minimal supervision. - Competent in using email, social media, and digital platforms to engage communities. |
| 4. Availability | <ul style="list-style-type: none"> - Availability to work one full week of evenings (7–9pm, Mon–Fri) and some Saturdays on a rotating basis. |
| 5. Mobility | <ul style="list-style-type: none"> - Must be a car owner and driver with a full UK driving licence. - Ability to travel across Hertfordshire and surrounding areas for outreach, events, and meetings. |
| 6. Attitude & Approach | <ul style="list-style-type: none"> - Commitment to promoting equality, diversity, and inclusion. - Empathetic, non-judgmental, and professional manner |

Other

when working with service users.

- Willingness to work flexibly and adapt to the changing needs of service users and the organisation.

- Willingness to attend regular training, team meetings, and contribute to monitoring reports.

- Willingness to represent the organisation professionally at community and partner events.

- Commitment to upholding the values of Impactful Lives and Impactful Governance.

**For an application form, please send your current CV to
admin@il-org.uk**