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| **Job Title:** | Key Support Worker |
| **Location:** | 80 Dame St. Dublin, 2 with some remote (hybrid) working |
| **Reports to:** | Services Manager |
| **Purpose:** | The post holder will be responsible for providing a comprehensive Key Support Worker service in collaboration with other service providers to LGBTI+ people who need support, information, signposting and referral. |
| **Target Group:** | LGBTI+ people, their friends and family across Ireland. |
| **Salary:** | The salary scale for this post ranges from €32,076 to €41,656 (full-time pro rata for a part-time post 2.5 days). The salary offered will be commensurate with experience. |

**LGBT Ireland is a national charitable organisation which provides support services to Lesbian, Gay, Bi, Trans and Intersex (LGBTI+) people and their families. Informed by the issues and experiences raised through our frontline services we also advocate and educate to enhance the visibility, inclusion and rights of LGBTI+ people living in Ireland.**

Purpose of the Post

LGBT Ireland is seeking to recruit a **Key Support Worker** on a part-time basis to join our dynamic staff team focused on the enhancement of the support and wellbeing of the LGBTI+ community.

This post offers an exciting opportunity to enhance LGBT Ireland’s capacity to meet the growing demand to provide essential support services to LGBTI+ people in Ireland. The post holder will be a key point of contact for LGBTI+ people, providing support, guidance, referrals and information to LGBTI+ people across Ireland in key areas such as: hate crime and victim support, accessing and navigating housing and homelessness including family support.

If you are seeking a rewarding role and have a passion for supporting LGBTI+ people, then this may be the opportunity for you! The role has responsibility for supporting LGBT Ireland’s frontline services: our National LGBT+ Helpline, Online Chat Service, Peer Support Groups and Telefriending Service providing LGBTI+ service-users with the timely support they need in challenging times. Working with the CEO and LGBT Ireland Team, the successful applicant will utilize their skills and experience in listening and supporting others, highlighting and bringing awareness to relevant needs and challenges, as appropriate.  
  
Structure of this Post  
This is a part time Key Support Worker role (2.5 days per week) on a fixed term 1 - year contract with possibility of renewal. The post holder will report directly to the Services Manager.

The Key Support Worker Role and Responsibilities will include:

* Assess the needs of all service users and provide brief interventions, case work, information and signposting to service-users in-person, by phone or email.
* Provide safe, non-judgmental, empathetic and empowering support to service-users.
* Identify potential gaps to progression for service users and problem solve in conjunction with other stakeholders.
* Participate in Case Management protocols including referral pathways and shared care planning, where appropriate.
* To work closely with community, voluntary, and statutory services to ensure that LGBTI+ service users can access support in relation to their needs i.e. housing, homelessness, addiction, hate crime support and family support etc.
* Assist with the preparation of monthly and quarterly reports/service statistics.
* Network with relevant agencies, groups and individuals in regard to LGBTI+ issues.
* Represent LGBT Ireland on national and local committees and forums.

General duties:

* To monitor, track, evaluate and document all work.
* To attend monthly supervision with the CEO.
* To work as a team member in order to develop and fulfill the policies, aims and objectives of LGBT Ireland.
* To comply with all LGBT Ireland policies and procedures.
* To perform any other duties assigned or delegated by the CEO.
* Participate in external events and working groups.
* Promote the overall aims and values of LGBT Ireland.

*Essential criteria*

* Minimum 2 years’ experience of working in a frontline key worker role, working with a vulnerable cohort providing direct support and case management is essential.
* 3rd level qualification in relevant fields (e.g. Social Care, Social Work, Equality and Human Rights Studies, Community Development, Youth Work or Social Science).
* Demonstrable experience of engaging with a wide range of stakeholders and audiences including statutory and voluntary agencies and groups.
* Strong commitment to achieving equality for all LGBTI+ people.
* Strong teamwork experience and skills.

*Desirable criteria*

* Experience of working with vulnerable groups
* Experience of developing reports/data management systems
* Experience of NGO working environment

Skills and Abilities:

* Excellent communication and interpersonal skills.
* Demonstrate effective problem solving and decision making skills.
* Ability to multitask.
* Demonstrate competence and professionalism in order to carry out the duties and responsibilities of the role.
* Ability to manage challenging behaviour and issues.
* Proven ability to use your own initiative and work as part of a team.
* High motivation and enthusiasm with a positive attitude and flexible in response to organisation change and developments.
* Ability to maintain confidentiality within the guidelines and policies of LGBT Ireland.
* Excellent report writing and IT skills.
* A strong interest in the area of social justice, LGBTI+ equality and human rights.

**Other**

* Flexible working hours are essential (*Time off in lieu is available*).
* Full Clean Irish driving licence is essential.
* Garda Vetting will apply.



## How to Apply

To apply, please email a covering letter and CV to [jobs@lgbt.ie](mailto:jobs@lgbt.ie).

Closing date for applications is **5pm on Monday 11th August**. Interviews to take place the following week.

For more information about this role or to find out more about LGBT Ireland, please email: [**ceo@lgbt.ie**](mailto:ceo@lgbt.ie) or visit our website at [www.lgbt.ie](http://www.lgbt.ie).