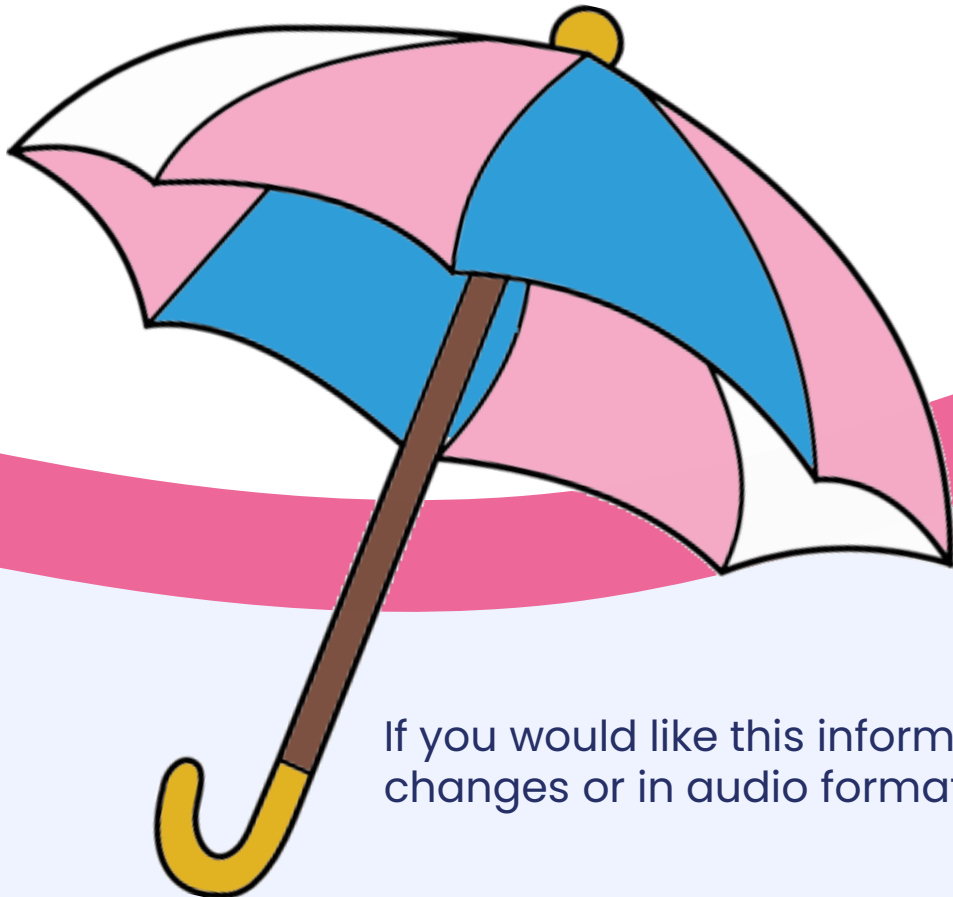


# Trans Mental Health Advocate

Job Pack March 2023

MindOut LGBTQ Mental Health Service



If you would like this information in another format, e.g. large print, colour changes or in audio format please let us know [recruitment@mindout.org.uk](mailto:recruitment@mindout.org.uk)

# Who we are

MindOut is run **by and for LGBTQ people** with experience of mental health issues. Our services are **impartial, independent, non-judgmental** and **confidential**. Service user participation is key in all aspects of planning, delivery and governance of the organisation and its services.

**Our Vision** is a world where the mental health of LGBTQ communities is a priority, **free from stigma, respected** and **recognised**.

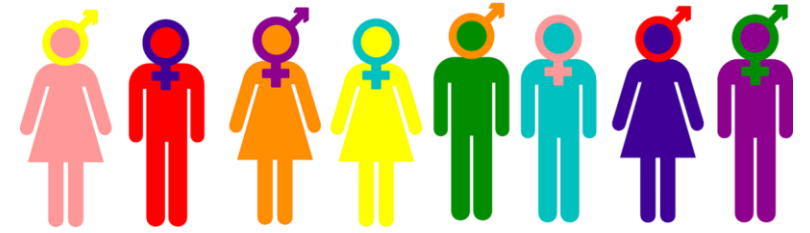


Our Mission is to **improve the wellbeing of LGBTQ people** who experience mental health issues, reduce mental health stigma, and **promote positive mental health** amongst LGBTQ communities.

## Our aims are to:

- **improve mental wellbeing** for LGBTQ people
- **reduce social isolation** in LGBTQ communities
- **reduce suicidal distress** in LGBTQ communities
- **reduce stigma** associated with mental health
- **improve mental health services** for LGBTQ people

# Our values & principles



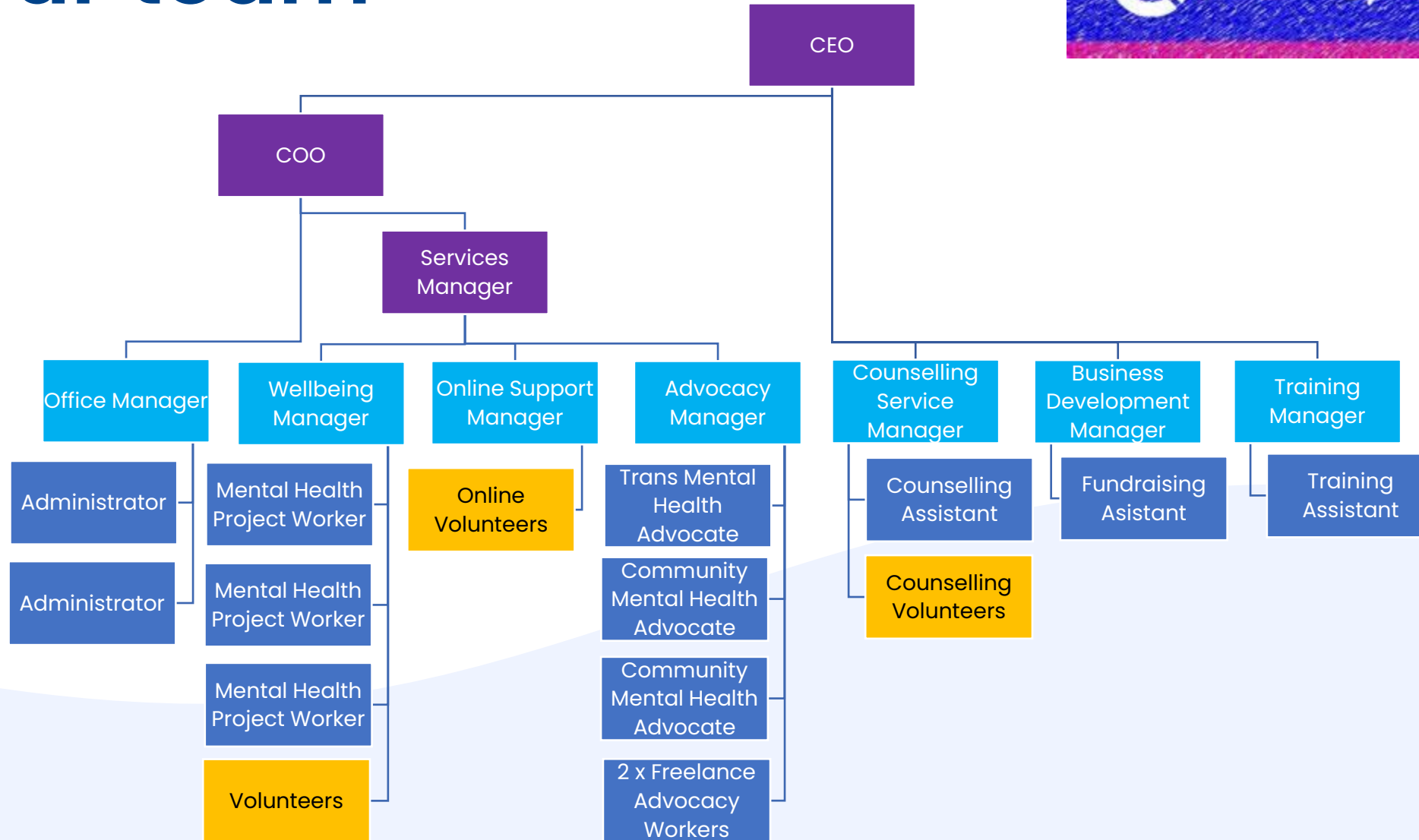
- MindOut is run **by and for LGBTQ people** with **lived experience** of mental health issues
- Wellbeing includes **all aspects of mental, physical and emotional health**, across the whole range of mental health issues
- LGBTQ mental health is a **collective concern** for LGBTQ communities
- We work to **promote equality and the diversity of our communities** and the principle of accessible and safe spaces
- Our work is **co-produced by service users, volunteers and staff**; this applies to research, development, design, promotion and delivery
- **Service users are engaged at all levels** of the organisation and supported to volunteer, apply for paid work and become Trustees
- We work to **continuously improve** all we do
- We **invest in our workforce**

# Our support services

- Advice and information
- Trans specific services
- Mental health advocacy, including community and health & social care related advocacy
- Peer support group work
- Peer mentoring and befriending
- A low cost counselling service
- Online support
- Wellbeing courses and workshops
- Suicide prevention initiatives, including Out of the Blue peer support group
- Social groups and outings
- LGBTQ affirmative practice training and trans awareness training



# Our team



# Staff benefits

- Friendly **LGBTQ affirmative** working environment
- Central **Brighton** location
- **29 days** annual leave (pro rata)
- Your **birthday** off!
- Access to **pension scheme**
- **Employee Assistance Programme** – access to free counselling and advice
- Comprehensive **training package**
- External **reflective practice** for all front line staff
- **PoC & TNBI specific** external supervision



# Role Overview & Responsibilities



# Role overview

Trans advocacy is **needed now, more than ever!** Thank you for your interest in this **vital role** at MindOut – we hope you feel this is a good match with your skills and experience.

Our MindOut Trans Mental Health Advocate will **provide issue-based case work advocacy** for trans and non-binary clients. Promoting and developing **self-advocacy, peer advocacy** and **group advocacy** initiatives for trans and non-binary people, whilst supporting MindOut's other services.

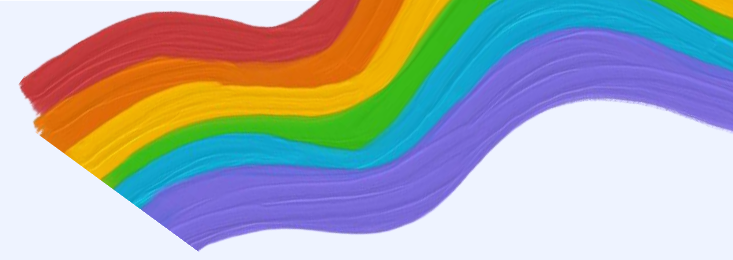
The post holder will need to hold the **Qualification** in Independent Advocacy Level 2(QIA) or **be able and willing to complete the training** whilst in post using a blend of own time and work time. The qualification will be **financed by MindOut** with the expectation of the post holder becoming QIA qualified within suitable timescale.

Job title:	<b>Trans Mental Health Advocate</b>
Reporting into:	<b>Advocacy Manager</b>
Hours:	<b>21-24hrs</b> (ideally over 4 days)
Contract:	<b>Permanent</b>
Salary:	<b>£25,793</b> (pro-rata)
Location:	<b>Hybrid working</b> (Brighton office & home)
Annual leave:	<b>29 days</b> (+ your birthday & bank hols)





# Role responsibilities



## Main tasks:

- Liaise with individual service users to **determine their needs for support, guidance, representation and information** around issues relating to **trans and non-binary identities, trans care pathways** and any other issues related to trans and non-binary lives
- **Provide general information** on trans and non-binary related issues, **legal rights, primary care** and **mental health service policy and procedures**
- Support service users in **self-advocacy, expressing opinions, concerns and complaints** about their care and treatment
- To ensure service users are **aware of their options** and support them to **make informed decisions**
- To **manage an advocacy caseload** and ensure service users are kept informed and up to date on any work being carried out on their behalf
- **Accompany or represent service users** at decision making meetings, including clinical assessments
- To **work to agreed case work standards**, recording, referral, monitoring and evaluation systems
- **Maintain strict confidentiality** with regard to information given by and information about service users
- Liaise closely with line management **around case management and allocation**
- To **provide outreach to marginalised LGBTQ communities** to help ensure the service is accessible

# ...continued

## Advocacy related tasks:

- To **promote and uphold** the **principles of advocacy** standards
- **Monitor issues** of **general concern** in the delivery and quality of services and contribute to MindOut's policy and developmental role
- **Liaise with statutory & voluntary sector service providers** if issues arise from the course of the work
- To **develop partnership working** around issues of **collective concern** in trans communities, to liaise closely with Healthwatch
- Provide information and **advice on legal and rights issues** to other professionals
- Contribute to **service development, quality assurance** and **staff training** on advocacy and related issues
- **Maintain links** with service user groups and other bodies as appropriate, to **ensure that advocacy development remains centred** on **service users' perceived needs**
- To **maintain awareness of advocacy** and **trans related issues** and **developments on a national basis**

## General responsibilities:

- **Attend** as appropriate **meetings** with the MindOut staff team and MindOut executive and sub committees
- **Prepare regular reports** as required by MindOut or the project funder
- **Carry out other such tasks as appropriate** in negotiation with line management that may be reasonably expected
- Carry out **all responsibilities** with **regard to MindOut's Equality, Diversity and Inclusion and Anti-discrimination Policy** and all other policies
- Commitment to **service user partnership** working and **co production**
- To **participate in relevant training** and self-development
- The post holder will be **responsible for undertaking** their own **administration**

# Person Specification



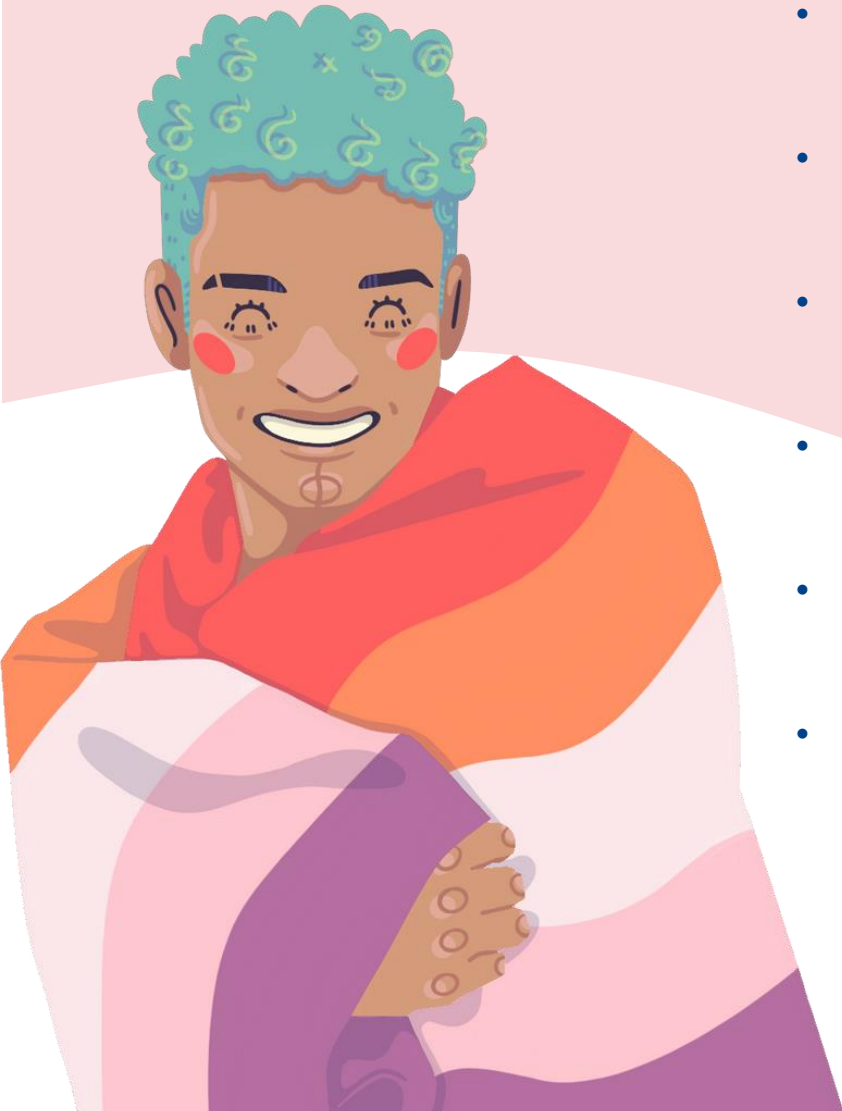


## Experience:

- **Personal understanding** and broad experience **of trans and non-binary issues**
- At least **2 years experience** of working within the advocacy, health or social care (or related) field
- Experience and understanding of **mental health issues**. Personal experience will be **viewed positively**
- Experience of **an affirmative approach** to LGBTQ mental health issues
- Experience of working within an **advocacy principled framework** and to the standards set out by the **Advocacy Quality Performance Mark**
- Experience of **case work management** and **advocacy representation**, including trans and non-binary related support (desirable)

## Knowledge:

- **Knowledge** and **understanding** of trans health and social care pathways, related services, research and legislation.
- Understanding of and demonstrable **commitment to anti-racist policy, practice** and **service delivery**
- Understanding of and demonstrable commitment to **coproduction** and **service user engagement and participation**
- Understanding of **LGBTQ diversity and intersectionality** and demonstrable **commitment to equality and inclusion**
- **Good local Knowledge** of statutory and third sector service provision
- **Accredited training in** advocacy, e.g. National Advocacy Qualification (desirable)
- If unqualified, **willing to work** a blend of own and work time to **undertake the training** and to **qualify**



## Skills:

- Demonstrable **ability to advocate** on the **behalf of others**. I.e. good **negotiation** and **problem solving skills**
- Ability to **prioritise** and **organise own caseload** and **maintain up to date records** of work undertaken
- Ability to **engage with vulnerable adults** and **people in distress**, including **suicidal distress**
- Ability to establish and maintain **effective relationships** with **professionals** and **partners** across varying disciplines
- **Written and oral communication** is concise and accurate. Ability to prepare and provide **written and verbal reports**
- Ability to **work flexibly** as part of a team and on your **own initiative**

# How to apply

Closing date for applications: **9am on Monday 10<sup>th</sup> April**  
Notify successful applicants: **Wednesday 12<sup>th</sup> April**  
Interviews: **Friday 14<sup>th</sup> April (in Brighton)**  
Role commences: **ASAP**

To apply for this role please follow the link <https://bit.ly/3n3fli5> head to our website *MindOut LGBTQ Mental Health Service* where you will be asked to:

- provide a statement outlining how you meet the bullet points of the Person Specification in this job pack
- upload a CV (max 3 pages)

**Please note:** Only successful applicants invited to interview will be contacted. Please assume therefore that if you have not heard from us by 13<sup>th</sup> April, you have not been successful for interview.

We actively **encourage applicants** from **diverse backgrounds** especially from **ethnically diverse, LGBTQ+** and **disabled** communities as well as those with **lived experiences** of tackling inequalities, as we believe **diverse voices** are **instrumental** in creating **transformational change**.

