



Post	Telephone helpline practitioner
Status	Part -time (21 hours per week including Saturdays)
Contract type	Fixed term – 12 months
Salary	£27,000 (£24,000 + £3,000 London Allowance) pro rata
Line Manager	Chief Executive Officer
Location	London (but has potential to work remotely)
Tangential working relationships	Clinicians at NCTH, GI team leads; administrator; volunteers;

The role

The Telephone Helpline Practitioner role is responsible for running our new ‘Telephone Support Service for Transgender People attending the Nottingham Centre for Transgender Health (NCTH)’. This work is a Special Project set up between Nottinghamshire Healthcare NHS Foundation Trust and Gendered Intelligence.

The role involved offering support and a listening ear to people who identify as trans, or are questioning their gender identity or are experiencing ‘gender dysphoria’.

You will work closely with the NCTH and have a good awareness of current processes of access and treatment of gender care in England.

You will work directly with a range of people from the CEO at Gendered Intelligence, clinicians at NCTH, GI team leads as well as other members of staff across both organisations.

This part time post will be delivered over 3 shifts per week (3-8pm) one of which will be a Saturday. You will also be expected to attend regular supervision and team meetings.

Background to the post

Due to the high levels of demand for assessment and medical treatment, current transgender health services in the UK offer limited support. Services primarily focus on the medical aspects of transitioning offering review appointments every 3 to 4 months. In addition due to the rise in number of referrals, waiting lists are increasingly long. There are currently more than 1300 people waiting to be assessed at the NCTH. Mental distress is being exacerbated by the long waiting times to access gender related health care.

This service provides a non-judgmental telephone support service available to trans and gender questioning people waiting to access the NCTH and for those already in the these services.

This telephone support service will offer:

1. Support and information which may help to cope with waiting times.
2. Information, advice and support on issues such as coming out, social transition, changing name and gender markers on documents, legal aspects, advice regarding jobs, education, support for parents and carers, partners, family and friends etc.
3. Support to deal with mental health problems including basic mental health advice, how to access mental health support and treatment, and how to access social and community support.

The telephone support service is not:

1. an emergency number for a person in crisis.
2. equipped to offer medical advice of any kind including regarding hormone treatment or mental health conditions.
3. a part of the assessment process at the NCTH.

Responsibilities

The range of responsibilities and duties of this role will include the following, although priorities may change in line with the development of the role and other duties may be allocated from time to time.

Responsibilities include:

- Responding to telephone calls made by clients from or being referred into Nottingham Centre for Transgender Health (NCTH).
- Operating administrative systems, such as record management of calls.
- Working with the evaluation team on the project.
- Attending staff meetings.
- Attending clinical supervision.
- Liaising with team members to build up knowledge and a bank of Frequently Asked Questions (FAQs).
- Researching and building a knowledge base of information and support for trans people across England and Wales.
- Writing reports.

General Requirements

- Work closely with the CEO and as part of a team with Gendered Intelligence staff and volunteers.
- To work effectively under pressure and without supervision to exacting turnaround times.
- Take responsibility for the health and safety of self and others at all times
- Participate in health and safety processes (for example risk assessment) when necessary

- Behave in accordance with Gendered Intelligence’s codes of conduct, Equal Opportunities Policy and ensure Equal Opportunities principles are incorporated into the planning, delivery and monitoring of services.
- All staff are required to work within Gendered Intelligence’s policies, ensuring these are carried out in relation to the job, e.g. Confidentiality, Quality.
- All staff may be asked to undertake other duties and responsibilities appropriate, as determined by the CEO, on an occasional basis.

Person Specification

Essential
An in-depth knowledge of a range of trans experiences
Experience working in mental health settings
An in-depth knowledge of gender care services in England and NHS pathways
Excellent verbal communication and people skills
Excellent written skills (record management and report writing,)
Highly organized and self-motivated with an ability to prioritise varied workload
Ability to work alone as well as being part of a small team
Tact, sensitivity and a diplomatic manner with a range of different stakeholders
Detailed knowledge of navigating the internet, using software systems such as google drive.
Experience of working within a community voluntary sector organisation
Desirable
Experience working on telephone helplines
Experience of working within an LGBTQ setting