



Job Description: Lead Support Worker

Salary: £32,760

Contract type: 35 hours per week, (Monday to Friday) permanent

Location: London*

Benefits: 35 days holiday, flexible working, employer pension contribution

**Our LGBTIQ+ Centre is based on Lant St in Southwark. Anira House is a protected address in Islington. We are a frontline service working face to face with our community with limited remote working. If you would like to know the travel distance from your house to our services please email Michel@lgbtiqoutside.org with your nearest train / tube station.*

WHO WE ARE

The Outside Project is the UK's first LGBTIQ+ Shelter, Centre, Domestic Abuse Refuge and Trans+ Winter Night Shelter. We are by and for led, which means we are founded by LGBTIQ+ people with lived experience of homelessness. The Outside Project is a response to those within the LGBTIQ+ community who feel endangered, who are homeless, 'hidden' homeless and feel that they are on the outside of services due to historical and present prejudice in society and in their homes.

OUR HISTORY

2017: Our shelter began on the back of a tour bus with a weekly 'community hub' in Community Centres in North and East London. 2019: We opened our LGBTIQ+ Centre in Central London. 2020: Our shelter became 24 hours and we opened our domestic abuse refuge – STAR Refuge. 2023: We began outreach in Westminster. In 2024 we opened the Trans+ Winter Night Shelter in Hackney.

ABOUT THE ROLE

You will be supporting members of the LGBTIQ+ community out of homelessness and into a life where they feel fulfilled, comfortable and most of all, safe. You will be responsible for providing high quality support to 7 residents over the course of their stay at the shelter. This role requires experience with casework in a housing or homelessness setting, experience running workshops, empathy, and a deep understanding of the unique challenges faced by LGBTIQ+ individuals. You'll be working alongside the Residential Services Manager and volunteers to ensure the aims of the services are met.

KEY RESPONSIBILITIES

- Arrange weekly meetings with residents to explore their recovery needs, set holistic goals, create individualised support plans and assess their progress within the plans across 3 months.
- Support residents with maximising their benefits entitlements.
- Work effectively with our established partners, such as Sanctuary, and liaise with third-party organisations such as estate agents and the local council when supporting residents with resettlement.
- Maintain accurate and up-to-date case management records.
- Conduct risk assessments with residents and weekly health and safety checks.
- Ensure your practice meets legal responsibilities in terms of safeguarding the protection of vulnerable adults.
- Advocate for residents' rights and access to appropriate healthcare, legal support, immigration services, employment, education and training services, and housing options.
- Arrange regular group trips and wellbeing activities for residents.
- Lead weekly workshops for residents covering a variety of skills such as budgeting and assistance with filling out forms.
- Plan content of weekly workshops.

REQUIREMENTS

- Lived experience of being an LGBTIQ+ person with a commitment to the human rights, welfare and dignity of our whole community.
- Experience in supporting residents with a variety of resettlement pathways.
- Demonstrable knowledge in working with councils and housing support services.
- Demonstrable knowledge of housing duty and navigating housing registers.
- Experience in leading workshops or group sessions.
- Ability to work in a timely manner towards Anira House move-on timelines, which is 3 months.

- Good knowledge of safeguarding practices and experience of assessing and managing risk.
- Good understanding of how homelessness and abuse impact LGBTIQ+ people.
- An understanding and willingness to engage with others in ways that respect different communication needs.
- In-depth knowledge of LGTBIQ+ issues, including intersectionality, transphobia and trauma-informed care.
- Commitment to personal development, reflective practice and learning from residents and peers.
- Ability to follow organisational policies and practices.

DESIRABLE SKILLS

- Experience supporting the resettlement of individuals across multiple London boroughs.
- Ability to form excellent working relationships with organisations in the homelessness sector and local organisations.
- Experience of advocating for LGBTIQ+ people with multiple marginalised identities who have complex needs.
- Strong advocacy skills in the face of gatekeeping from councils and other housing services.

LIVED EXPERIENCE TO THE FRONT!

We understand that people may not always feel that they have the relevant professional or academic experience. We strongly encourage people who feel their lived experiences x transferable skills meet the criteria to apply.

HOW TO APPLY

Please send your CV and a cover letter that outlines your relevant experience and qualifications for the position to Michel@lgbtiqoutside.org. Please include a brief statement of approx 500 words on why you are passionate about working at The Outside Project within your cover letter.

If you have any access needs that you would like to discuss re: the application process or role itself, any further questions about the role please contact Michel@lgbtiqoutside.org.

For more information about us, please visit our [website](#) and follow The Outside Project on our instagram @lgbtiqoutside.

DEADLINE 12th September 9pm

INTERVIEW Week Commencing 22nd September and 29th September

START DATE We are looking for candidates who can ideally start in October to ensure they are settled before the winter period and the opening of our Trans+ Winter Night Shelter; however, we understand that this is not always possible, and we are happy to discuss alternative start dates.

In light of the nature of this position, The Outside Project considers this post to be subject to an Occupational Requirement in accordance with Para 1, Schedule 9, of the Equality Act 2010 on the basis of the protected characteristics of gender reassignment, race and sexual orientation.