



JOB DESCRIPTION	Lead Support Worker
SALARY	£32760
CONTRACT	Full-Time (35hr week) 1 year, extension subject to funding
LOCATION	London*
BENEFITS	35 days holiday, employer pension contribution, external clinical supervision and neurodiversity jobs coaching

**Our LGBTIQ+ Centre is based on Lant St in Southwark. The Trans+ Winter Night Shelter (TWNS) is a protected address in Hackney. 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

We are looking for a full time Lead Support Worker to join our advocacy team across the LGBTIQ+ Centre and Trans+ Winter Night Shelter. The role will be based at our LGBTIQ+ Centre in Southwark, where we hold intake meetings, 1-1 caseworking, group activities, well-being, creative and recovery sessions and at our Trans Winter Night Shelter in Hackney (during winter months).

You will be working alongside support workers from our LGBTIQ+ Centre, Shelter, Domestic Abuse Refuge and Trans+ Winter Night Shelter. You will work in partnership with other grassroots organisations that meet and / or deliver services from the LGBTIQ+ Centre.

KEY RESPONSIBILITIES

- Working as part of a team to ensure that the LGBTIQ+ Centre advocacy service is delivered in line with the organisation's values and our grant agreement.
- Advocating for the needs of LGBTIQ+ Centre members seeking advice and support re: housing and domestic abuse, taking a lead role on more complex casework, assigning practical caseworking tasks to support workers based at the LGBTIQ+ Centre and TWNS.
- Risk assessing, safety and support planning, referring to relevant services, working with other agencies to secure stable and safe accommodation for members and guests.
- Respond in a calm and considered way to community members that are in crisis.
- Maintaining the centre as a welcoming space for members of our community where they feel centred and listened to.
- Following established signposting and referral pathways, including safeguarding procedures and handovers for other members of staff.
- Contribute to the day-to-day delivery of services. This may include taking on other roles in the LGBTIQ+ Centre, such as cleaning, group facilitating or off site activities (such as trips to the farm, Pride events, drag shows), and within reason being available for other tasks outside of usual hours on an adhoc basis.
- Engage in professional development opportunities, such as training programmes, to support growth and development.

REQUIREMENTS

- Lived experience of being an LGBTIQ+ person with a commitment to the human rights, welfare and dignity of our whole community.
- Strong housing advocacy experience and knowledge of support services for LGBTIQ+ people.

- Understanding of the need to maintain professional boundaries and maintain confidentiality around sensitive information.
- Understanding of a range of LGBTIQ+ experiences, and the particular ways factors such as race, class, and disability intersect with queerness.
- Ability to work collaboratively in a team and with diverse stakeholders.

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.