



Stonewall Housing is a charitable housing association which has provided housing support and advice for lesbian, gay, bisexual and trans people as well those who identify as another sexual/gender minority (LGBT+). We have been supporting our communities for over 35 years. Our Housing Team provides supported housing for young LGBT+ people and our Advice Team provides free confidential housing advice to LGBT+ people of all ages. We also research and lobby at a strategic level on the housing issues affecting our communities. At the heart of our work is the aim to help people find a home they feel safe and secure in.

DOMESTIC ABUSE MENTAL HEALTH ADVOCATE – PART-TIME (14 hpw – 2 days)
£11,535 (incl LW) (FTE £28,837) Fixed Term Contract until the end of March 2020.

We are currently looking for an experienced Mental Health Advocate to provide advice and support to LGBT+ survivors of domestic violence and keep them and their families safe. Ideally you will have experience of providing advocacy to people with mental health issues, and with people who are or have been the victim of domestic abuse. You will also have experience of supporting lesbian, gay, bisexual and trans people and those who identify as another sexual/gender minority (LGBT+) who have faced LGBT+ discrimination, violence or hate crime. This post is funded by the Home Office as part of the National LGBT Domestic Abuse Casework and Inter Agency Support Service, led by Galop.

If you would like an informal discussion about this post please call Michael Nastari on 020 7359 6242
Stonewall Housing provides 30 days annual leave (pro rata), flexible working hours and operates a work-life balance policy for staff, and an employee assistance programme.
Stonewall Housing is committed to Equal Opportunities in all areas of our work.

Closing date: 2345hrs Sunday 7th April
Interviews: Friday 12th April

Submit applications to info@stonewallhousing.org



Background Information

HISTORY

Stonewall Housing was set up in 1983 as the first Housing Association aimed exclusively at meeting the needs of lesbians and gay men. An initiative from within the lesbian and gay movement, the idea of founding Stonewall Housing found enthusiastic support from the Greater London Council's pioneering Lesbian and Gay Sub-Committee. The GLC provided initial start-up funding and Stonewall Housing's first residential project opened in Islington in spring 1986.

Stonewall Housing remains the only housing association in London wholly dedicated to serving lesbian, gay, bisexual, trans and other gender/sexual identity minority (LGBT+) people.

OBJECTIVES

The aims of Stonewall Housing are:

- to provide temporary, supported housing for young (i.e. 16-25 year old) LGBT+ people and support for LGBT +people in a range of accommodation types
- to provide a housing advice, referrals and advocacy service to the wider LGBT+ communities
- to act as a central resource for housing options available to LGBT+ people
- to research and promote awareness of the housing issues affecting LGBT+ people
- to work together with other organisations in order to provide an integrated and comprehensive service to our users

ORGANISATIONAL MANAGEMENT AND STRUCTURE

- Stonewall Housing is a Charitable Housing Association registered under the Cooperative and Community Benefit Societies Act 2014.
- A voluntary Board of Trustees is elected each year and is responsible for overall supervision and direction of the organisation and maintaining management standards.
- The Committee meets every two months.
- The central office is in Islington, north London.
- Stonewall Housing has no formal connection with the Stonewall Lobbying Group.

SUPPORTED HOUSING

Stonewall Housing provides temporary shared accommodation for LGBT+ people. We act as the support provider for 4 housing associations that own the houses. We provide support expertise and experience in working with our particular client group.

At present Stonewall Housing manages six houses, mainly arranged in cluster flats for 2-3 people housing 36 young people. They are situated in the London Boroughs of Hackney, Islington, Haringey and Newham. We also deliver support 2 houses for people over 25, one trans specific and one mixed, developed with St. Mungo's in Newham.

ADVICE SERVICE

Since its early days, Stonewall Housing has received requests for advice and information about housing opportunities for LGBT people. This has been developed into a second core service with a team of dedicated workers.

The Advice Service receives around 1000 enquires by email, phone, post or in person each year. We run a daily telephone Helpline as well as weekly and monthly advice surgeries located in different parts of London. The Advice Team offers housing advice, information and advocacy. We provide specialist support to those whose sexual orientation or gender identity is connected with their housing difficulties, for example as a result of harassment, succession following bereavement or relationship breakdown. The majority of advocacy cases where our advisers take on longer-term work with individuals are concerned with harassment and/or abuse.

Our advice services include partnership projects LGBT Jigsaw and Domestic Abuse Partnership with other LGBT charities. LGBT Jigsaw is now a part of the wider London Youth Gateway, led by New Horizons.

OTHER PROJECTS

Stonewall Housing also hosts the Older LGBT Housing Group which aims to bring LGBT+ people together with providers to improve current services and scope the potential of developing new solutions to meet the housing needs of the LGBT+ communities.

Stonewall Housing also offers advice and training to other housing providers around various LGBT+ housing issues and we sit on a number of boards to influence decision makers to deliver new solutions to meet the housing needs of our communities.

THE NATIONAL LGBT DOMESTIC ABUSE CASEWORK AND INTER AGENCY SUPPORT SERVICE

This role is funded under the National LGBT Domestic Abuse Casework and Inter Agency Support Service. This innovative project, led by Galop, aims to increase the number of LGBT+ survivors of domestic violence receiving help and support, particularly in areas of the country where there are no LGBT+ DVA services. The aim is also to work with voluntary and statutory organisations across England and Wales to improve the infrastructure and support for reporting of LGBT DVA by improving the availability DVA reporting / help-seeking opportunities for LGBT victims and remove barriers for LGBT+ people to access services.

JOB DESCRIPTION: MENTAL HEALTH ADVOCATE
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Job Title:	National Domestic Abuse Project – Mental Health Advocate (14hrs)
Department:	Advice Service
Reporting to:	Director of Services
Responsible for:	Delivery of advice and support services as part of a national service.
Salary Scale:	£11,535 (FTE 28,837) (Incl LW) (Fixed Term Contract 1 yr)

GENERAL PURPOSE OF THE JOB

- To work in partnership with Galop to develop and deliver a national best practice model aimed at reaching LGBT+ people who are experiencing domestic abuse but live outside of London.
- To deliver mental health support and advocacy to LGBT+ survivors of domestic abuse.
- To provide a proactive advice and support service to LGBT+ survivors of domestic violence to keep them safe.
- Work within a multi-agency framework.
- Work with survivors and other agencies and monitor any support package alongside your service users.

MAIN DUTIES

- To offer advocacy to LGBT+ people on issues related to mental wellbeing, discrimination, and homophobia/transphobia in order to support service users to achieve their desired outcomes.
- Provide advocacy support in face to face meetings, by telephone and email, accompanying service users to appointments as needed (when in a local setting).
- Maintain a client appointment system.
- In conjunction with the Director of Services, actively seek to identify ways of engaging vulnerable and isolated individuals and enable them to access the service.
- In conjunction with the project steering group, develop relevant publicity to promote the service in various settings including homeless services and LGBT+ services.
- Take an active anti-discriminatory approach to all aspects of the work.
- Maintain client confidentiality at all times, except where there is a safeguarding issue.
- Operate at all times in accordance with Stonewall Housing's policies, including the child protection/POVA policy, personal safety policy and other key policies, referring to the Your line manager as needed.
- Keep up to date with changes in Mental Health legislation, Housing, Children and social care policies.
- Liaise with partner agencies through attendance at regular network meetings.
- Maintain close working relationships with other Stonewall Housing services
- Collect one to one contact data, including presenting issues and client demographics, and ensure data is inputted regularly into Stonewall Housing's database.
- In conjunction with the Advice Team, prepare monitoring reports for funders and Stonewall Housing.
- Maintain appropriate client case notes, in strict adherence to confidentiality and data protection policy.
- Manage own administration and record keeping.
- Attend team meetings and Stonewall Housing staff meetings.
- Participate actively in own supervision and identify and attend training as required.

- Contribute to the overall effective operation of Stonewall Housing including providing office cover and support to colleagues.
- Adhere to all Stonewall Housing's policies and act at all times in a way that will enhance the reputation of Stonewall Housing.
- Undertake any other duties appropriate to the role and grade as requested by your line manager.

LIAISON

- To work with other Stonewall Housing staff on maintaining and developing referral opportunities, through liaison with other service providers.
- To attend meetings with other agencies and organisations as appropriate and as agreed by line manager.

HEALTH & SAFETY

- Have awareness of the steps needed to keep safe whilst in the workplace.
- Observe all Health & Safety rules and procedures as laid down and attend all relevant training courses as required.

GENERAL DUTIES

- To participate in office cover duties.
- To participate in the induction of new workers.
- To act at all times in the best interests of Stonewall Housing Association and its service users.
- To undertake appropriate training as identified by line manager.
- To participate in individual supervision and appraisal meetings in line with the organisation's policy.
- To attend internal and external meetings as required by the Line Manager.
- To act in accordance with the organisation's Diversity Policy, Code of Conduct and all other organisational policies and procedures which may be in force.
- To carry out any other duties as may from time to time be reasonably required.

PERSON SPECIFICATION

1. All staff at Stonewall Housing are expected to have:

- A keen interest in working in an environment where services are provided for lesbian, gay, bisexual and trans people
- A good level of IT skills to undertake own administrative tasks, including MS Office and databases (e.g. Salesforce)
- The ability and willingness to work as part of a supportive team to ensure services are delivered effectively
- Excellent verbal and written communication skills
- The ability to work autonomously and to manage risk effectively, and to refer to the line manager and CEO when needed
- The ability to be organised and keep to deadlines
- Strict adherence to organisational policies and procedures
- A willingness and enthusiasm to contribute ideas to the overall success of Stonewall Housing

In addition the Mental Health Advocate will need to have:

2. EXPERIENCE

- Experience of working providing advocacy to people in a mental health context.
- Experience of working with people who have or have been the victim of domestic abuse. Experience of working with people who have experienced traumaExperience of supporting lesbian, gay, bisexual and trans people and those who identify as another sexual/gender minority (LGBT+) who have faced LGBT discrimination, violence or hate crime.
- In-depth experience of working with vulnerable people

3. KNOWLEDGE

- An understanding of the issues facing LGBT+ people.
- An awareness of current legislation and safeguarding procedures relating to children and young people and vulnerable adults.
- Understanding of equal opportunities and the implications of working with difference and diversity in a similar setting to Stonewall Housing
- Knowledge and understanding of the causes and effects mental health issues particularly in relation to LGBT+ people.
- Knowledge regarding LGBT domestic violence and its impact on the survivors (including children)
- Knowledge of the current benefits available to single people.
- Knowledge regarding PIP appeals for people with mental health issues.

4. SKILLS AND ABILITIES

- Excellent recording and reporting skills to accurately reflect work.
- Excellent written and verbal communication skills.
- Ability to work closely with other agencies.
- Ability to use monitoring and evaluation systems effectively
- Clear understanding of the nature of confidentiality and boundary issues and the need for strict adherence to our confidentiality policy
- Self-motivated to keep up to date with legislation and social care policies relevant to the role.

5. ATTITUDES AND PERSONAL QUALITIES

- A commitment to equal opportunities in all aspects of the work.
- A commitment to the aims, values and beliefs of the organisation.
- Ability to empathise with vulnerable LGBT+ people.

DESIRABLE

1. EXPERIENCE

- Experience of using Salesforce or a similar CRM.

2. KNOWLEDGE

- Regarding the violence against women and girls sector knowledge.
- Regarding destitution and the rights of people with no recourse to public funds.



Staff Benefits

Stonewall Housing values its team, and has developed the following package of benefits for staff members:

- ✓ 30 days annual leave
- ✓ Pension-auto enrolment scheme
- ✓ A Work-Life Balance Policy with flexible working
- ✓ 24-hour Employee Assistance Support
- ✓ Study leave



Equal Opportunities Statement

Statement of Intent

Stonewall Housing recognises that certain groups and individuals are discriminated against as a result of their race, gender, gender identity, sexual orientation, age, physical abilities, immigration status, class, HIV status, caring responsibilities, marital status, religion and cultural or ethnic origins.

We recognise that discrimination can be direct (e.g. offensive language, actual or threatened violence, policies or practices which explicitly disadvantage one group with respect to another, use of offensive imagery such as posters, badges etc) or indirect (e.g. policies or practices which in effect, if not intent, disadvantage one group with respect to another) and can occur at personal, organisational and institutional levels.

Stonewall Housing strongly believes that such discrimination is wrong and is wholly committed to ensuring that its policies and practices provide equal opportunities for all in its roles as both a service provider and an employer.

Stonewall Housing as a lesbian, gay, bisexual and trans (LGBT+) organisation.

Stonewall Housing exists as a means of recognising and tackling the specific experiences of lesbian, gay, bisexual and trans people as well those who identify as another sexual/gender minority (LGBT+) in the housing market. We are committed to tackling heterosexism, which we define as the discrimination resulting from the belief that heterosexuality is the only correct or valid sexuality, and which leads to the marginalisation and dismissal of the specific experiences and needs of LGBT+ people. We are committed to tackling homophobia, biphobia and transphobia, which we define as the fear and/or hatred of LGBT+ people, often resulting in discrimination, prejudice, and abuse (verbal, physical or sexual).

Stonewall Housing is a safe and supportive environment for LGBT+ people, and a means of obtaining positive peer support in terms of sexuality and gender orientation.

All residents/service users should identify as LGBT+ on entry to the project/service.

Identification as LGBT+ is an essential criteria for Management Committee members and volunteers, and a direct understanding/experience of the discrimination faced by LGBT+ people is an essential criteria for staff members.