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## Families Work Coordinator

**Thank you for your interest in working with Gendered Intelligence (GI)**

We are seeking an experienced and knowledgeable individual to run our groups for Parents, Carers & Family members both in person (London) and online.

This diverse and challenging role requires someone with the ability to able to work operationally and deliver on a work plan supporting parents, carers and families[[1]](#footnote-1).

This pack contains information to help you decide if you would like this job; and tells you what to do if you decide you want to apply.

**What is in this pack?**

Click on any of the links below to go to the section you are interested in:

1. [Want to learn more before applying?](#_Want_to_learn)
2. [Diversity information](#_Diversity_Information)
3. [Recruitment process and timeline](#_Recruitment_Process_&)
4. [Gendered Intelligence and the Families Work Coordinator role](#_Organisational_context)
5. [Job description](#_Job_description)
6. [Person specification](#_Person_Specification)
7. [Additional information](#_Additional_information)
8. [Our current family and youth groups](#_Appendix_1:_Our)

Separate documents:

1. Application form
2. Diversity Monitoring Form

## Want to learn more before applying?

We hope this recruitment pack will provide all the information you need to decide if you want to apply for this job: is it likely to be a role you’ll enjoy and that you will be a good fit for? But we’re aware that people may have different needs or additional queries, and we want to support all potential applicants, so we can provide additional information via the following routes:

**Option 1:** You can contact Jake Kelly [jake.kelly@genderedintelligence.co.uk](mailto:jake.kelly@genderedintelligence.co.uk). Please note that Jake will be line-managing the postholder and is the Chair of the Interview Panel.

**Option 2:** Contact [recruitment@genderedintelligence.co.uk](mailto:recruitment@genderedintelligence.co.uk) for anonymous support. As well as responding to any general queries about the process, we are offering a limited number of 10 minute slots to support applicants with their applications. These 1:1 online sessions will take place on **Wednesday December 21st between 10am-5pm** AND **Thursday 5th January between 12 – 1pm** and will be hosted by a senior member of the GI team, who is not involved directly in this recruitment process.

The sessions will provide the opportunity for potential applicants to ask any questions they have about the process, or about how to complete the application form or what to include on it.

We hope these sessions will encourage individuals from marginalised and/or under-represented sections of our communities to apply for this position. These are open to all, but we would specifically encourage individuals who are transfeminine and/or people of colour to apply for a slot. Please email by **9am December 20th or 9am on January 4th (respectively)** if you would like to take advantage of this offer.

You are welcome to use both the options above.

# Diversity Information

Gendered Intelligence aims to create a positive working environment for all staff, and is working towards a more diverse workforce. We have a Diversity Working Group and are actively engaged in a programme of organisational development, reviewing policies, practices and working culture in order to improve our environment and enable colleagues to work effectively and supportively together.

We welcome applications from people of diverse backgrounds, abilities and gender identities. For this role we are actively encouraging applications from trans[[2]](#footnote-2) people and, in particular, welcome trans-feminine spectrum people, people of colour and people with disabilities to apply.

Whilst the majority of staff are trans-identified, we welcome cis allies at all levels, and have a number of cis people working for us.

As part of our commitment to increasing diversity, we have included a Diversity Monitoring form with this pack, which is not mandatory, but we hope you will complete.

# Recruitment Process & Timeline

Please read the background and overview information about the role, as well as the job description and the person specification carefully.

Please complete the application form (2 part) that comes with this pack. We have provided guidance that we recommend you read before you fill in the form.

Deadline for submission of applications: **9am on Monday 9th January 2023**

Shortlisted applicants will be informed by: **Monday 16th January 2023**

Interviews are expected to take place on **Monday 23rd January 2023. The interviews will be held remotely, via Zoom.** If you are not available on this day, or anticipate any other issues with this process, please let us know this when you apply.

All job offers are made subject to references.

# Gendered Intelligence and the Families Work Coordinator role

## The Organisation

Gendered Intelligence (GI), established in 2008, is a registered charity that works to increase understandings of gender diversity and improve the lives of trans people.

We imagine a world where people are no longer constrained by narrow perceptions and expectations of gender, and where diverse gender expressions are visible and valued.

We are a trans-led and trans-involving grass roots organisation with a wealth of lived experience, community connections of many kinds, and a depth and breadth of trans community knowledge that is second to none.

We believe everyone can be intelligent about gender!

Gendered Intelligence is structured into three departments:

* **Professional and Educational Services (PES)**  
  Work with professionals and organisations to develop trans inclusivity in workplaces and services
* **Youth and Communities Services (YCS)**  
  Services and projects that work with young trans people and trans adults - including non binary, gender diverse and gender questioning people - to support well-being and enable our community to thrive
* **Public Engagement and Central Support Services (PECSS)**  
  Work with public policy and decision makers, the media, researchers and academics as well as the general public and major institutions to raise awareness; All internal support functions such as finance, HR, office management and IT

## To find out more, visit [www.genderedintelligence.co.uk](file:///C:\Users\grace\Downloads\www.genderedintelligence.co.uk)

## The Team

The Youth and Communities Services Department is divided into two teams: Community Development and Empowerment and Youth and Families Services, in which this post sits. The Youth and Families Services is organised into three distinct but overlapping areas of work: Trans Youth Work (TYW), Trans Mentoring (in educational settings) and Families Work.

The postholder will be part of a team of six Coordinators who are responsible for the day-to-day running of our Youth and Families Work Area of Service (YAF) in accordance with the strategic aims of YCS. Each Coordinator is responsible for the running of specific areas within the service, as well as working with the Head of Service to develop future elements of the service.

## The Role

Our Families work has been in place since 2011 and has expanded in the last three years; we learnt lessons during the pandemic and have continued to support individuals online, as well as in person. Your role will be to run our groups for Parents, Carers & Family members both in person (London) and online. This involves responding to enquiries from potential new members, conducting introductory phone calls and facilitating in person (London) and online. Meetings often welcome new members alongside regular attendees, requiring expert facilitation to support different needs and interests. You will work alongside the Head of Service to implement support where needed to our service users.

This diverse and challenging role requires someone with the ability to able to work operationally and deliver on a work plan supporting parents, carers and families.

You will work directly with a wide range of people in the organisation as well as your line manager, the Head of Youth & Families. These will include the Director of Youth & Community Services (YCS), the CEO, Youth Work Coordinators, Sessional Youth Workers, Volunteers, other Team Leads and Senior Practitioners in the organisation and members of the Board.

**Job Purpose**

* Identify the needs of the family members of young trans people and design a programme of activities and discussions topics with the aims of meeting these needs, ensuring that all work is conducted in a safe environment
* Deliver the sessions which reflect the needs of the family members in relation to community and belonging, pride and confidence, resilience and managing setbacks.
* Work towards our organisation’s goals of improving gender diverse lives and increasing understandings of gender diversity, specifically in Families Work.
* Maintain accurate summary reports for sessions, so that these can feed into wider reflections on the service as well as developmental plans.
* Manage partnerships as they pertain to the development and delivery of Family work practices broadly as well as in trans settings.
* Create an empathetic and safer environment for families of trans young people, from first contact throughout their involvement with GI.

# Job description

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| Contract type | Permanent |
| Hours | Part time 0.3 FTE (10.5 hours per week) |
| Salary | £30,151 – £33,151 (+ £3,000 London Weighting where applicable) per annum pro rata.  This falls within Band 5 (Spinal Points 23 – 27) |
| Line Manager | Head of Youth and Families |
| Location | Hybrid working: London and online, with occasional work in Leeds also possible depending on applicants’ ability to travel |

**Main Duties and 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.

* Calls and emails with Family members before they join – establishing the needs of the family and building a relationship
* Run a series of regular family group sessions for family members of young trans people from across the UK. This includes:
* Being responsible for and supporting Families Volunteers. Including running a briefing and debrief for each session as well as contact between sessions
* Ensuring the safety and comfort of internal and external guests who contribute in Families Sessions
* Work closely with the Head of Service and alongside YCS colleagues to ensure service users benefit from a high-quality families service as well as from other relevant services and opportunities at Gendered Intelligence
* Work across the Youth & Communities Department team and with the Head of Youth and Families to ensure aims for all the members are met and delivered, including crucial consideration of safe involvement of children in this department, especially when events involve adults and children.
* Adhere to risk assessments provided by the Head of Service, as well as GI safeguarding policies and procedures.
* Manage a small, allocated resources budget for specific Family events.

**Specific Requirements**

**Service Delivery**

* Raise safeguarding concerns with the Head of Youth & Families and/ or the DSL where relevant.
* Support the planning and delivery of annual events (alongside the TYW team) where parents and carers/ families are invited to join in: Pride season, Trans Day of Visibility, End of Year Event or Conference, Imagining Our Futures etc. with the focus on safe involvement from families and your team.
* Contribute to Youth and Families Service wide risk assessments
* Use GI’s database – Lamplight - to ensure Families data is kept up-to-date (training will be provided)

**Reporting**

* Produce session reports on activities undertaken in the Families Work Area of Service.
* Provide monitoring information for the reporting and evaluation of GI’s Families Work – producing quantitative and qualitative data for reports when required.

**Meetings**

* Attend staff meetings and to contribute to the work of the department, and the organisation as a whole.

**Networking & Communications**

* Represent the Families Service inside and outside of the organisation where necessary.
* Work with the Senior Practitioners and the Head of Youth and Families to develop an ongoing relationship with venue managers and other staff at group venues, making clear roles and meeting service level partnership expectations.
* Keep up with communications from the Youth and Families team and the wider team at GI on email, as well as developing your own professional relationships with family members and external agencies. Maintain those relationships in an appropriate and timely way on email, Zoom or phone where necessary.

**Training & Development**

* Attend mandatory safeguarding training and other relevant Continuing Professional Development programmes, including the GI Trans Awareness CPD session.

**General Requirements**

* All staff are required to work within Gendered Intelligence’s policies, ensuring these are carried out in relation to the job, in particular:
  + Take responsibility for the health and safety of self and others at all times and
  + 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.
  + Deliver their work in line with our 3 Ps: Professionalism, Positivity and Passion
* To work closely as part of a team with Gendered Intelligence staff and volunteers.
* All staff may be asked to undertake other duties and responsibilities appropriate, as determined by Head of Youth and Families / Director of Youth & Communities Department/ CEO.

# Person Specification

Please address each point in the person specification in turn, providing examples for each one.

We recognise that people have a wide variety of life experiences which can be relevant and transferable. You are welcome to use examples outside of paid work in order to provide evidence of the experience and qualities required.

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| **ESSENTIAL** |
| **Experience** |
| Experience of facilitating diverse groups, including supporting with wellbeing |
| Relevant experience or qualifications in family support / groupwork and delivery in LGBT voluntary sector and/or mainstream services. (*This could include an NVQ level 3, certificate level 4, or degree in health and social care, mental health, education, community arts etc.)* |
| Experience working in a team and effectively managing relationships, teamwork, shared responsibility, conflict and other team issues |
| Effective project management skills or other transferable equivalent. |
| **Knowledge** |
| An intersectional understanding of the challenges facing families of young trans people |
| An awareness of current legislation and safeguarding procedures relating to children and young people, including the Children’s Act 1989 and 2004 and the Children’s and Young Person’s Act 2008, and how these relate to the role |
| Clear understanding of the nature of confidentiality and boundaries and the need for strict adherence to our confidentiality policy |
| **Skills** |
| Excellent verbal and written communication skills |
| A good level of IT skills to undertake own administrative tasks, including MS Office, Zoom and accurate data input. |
| Highly organized and self-motivated with an ability to manage your own time, prioritise varied workload, including shifting your own priorities or work plan when the service or external demands require it and deliver work to deadlines in a sometimes-pressured timeframe |
| **Abilities** |
| Ability to demonstrate strict adherence to organisational policies and procedures, including equal opportunities and the implications of working with difference and diversity in a similar setting to Gendered Intelligence |
| The ability to work autonomously and manage risk effectively, and to refer to Senior Practitioners, Head of Youth and Families and Director of Youth & Community Department when needed |
| The ability to remain calm under pressure |
| An empathetic and diplomatic attitude towards a range of different stakeholders, including young people, parents and carers and other professionals. The ability to cultivate these relationships to develop a community and sense of belonging. |
| **DESIRABLE** |
| Experience of working with trans people/ LGBT community |
| Experience working with sensitive safeguarding cases with colleagues, families, young people and external bodies |

# Additional information

**Annual leave.** You will be entitled to 28 days per annum (pro rata for part-time workers). Our leave year runs from 1st January to 31st December.

**Location.** The GI office is near Kings Cross. Currently most staff are home-based but coming into the office or other shared working spaces on a regular basis. There is also a requirement to deliver in-person sessions at venues in London and occasionally work alongside our practitioner in Leeds. We are open to discussions about flexible working practices and potential trips to Leeds will be planned with lots of advance notice.

**Hours of work.** GI’s working week is 35 hours; our offices are open from 9am – 5pm. Exact working pattern will be negotiated with the successful postholder: meeting dates are set in the calendar, but admin time can be completed flexibly as agreed.

**Monthly timesheets and TOIL**. All staff are required to complete monthly timesheets which must be submitted promptly. GI has a policy for reasonable Time Off In Lieu (TOIL) where this is accrued due to periods of greater activity and agreed with your line manager in advance.

**Training and Development.** GI aspires to be a learning organisation that supports its staff to improve their skills and knowledge. This may be through informal means such as mentoring or work shadowing, or more formal training courses. You will be invited to reflect on your own training needs in discussion with your line manager, initially as part of the probation process and then ongoing through the regular supervision and annual appraisal process.

**Support for staff.** At GI we pride ourselves on the support staff get to do their role. We understand that the work we do at GI can have a strong emotional and personal element to it. Each staff member also receives consistent and concentrated time with line managers, and front line delivery staff also have dedicated planning, preparation and wind down time with peers and teams. We have understanding of the various demands on trans workers and have a certain amount of flexibility to accommodate any disadvantages you may experience in the world due to transphobia. All of this is in place so that you can do the best job possible in your role.

**Salary scale.** GI uses a salary scale and bands which are based on the NJC scale used by a range of employers across the UK. Annual inflationary increases will be based on NJC negotiated settlement with effect from April each year. There is no automatic annual increase of spinal point.

**Pension.** GI is part of the NEST pension scheme, by which employees contribute 5% of their salary and employers 3%. You will be automatically enrolled in this scheme once you start work, but may opt out if you choose.

**GI Ethos and Approach.** GI places people at the heart of our organisation.

We continually strive to improve everything we do, including the support we offer to staff and the services we deliver to trans people and to all other types of clients. We think carefully about the ethical aspects of our work, how we practice and who we partner with.

This links in with our organisational values: ‘The 3 P’s’ – Positivity, Passion and Professionalism. We expect all staff to engage with these ‘3P’ concepts when approaching their work at GI. We see our 3P’s as equally important and balanced in the people we employ and the work that we carry out.

# Our current family and youth groups

We run 2 monthly groups for parents, carers and adult family members of trans / gender exploring children and young people. One session runs on Zoom on a Thursday evening, the other runs on the last Saturday of each month in London.

The space allows family members to share their concerns, frustrations, and celebrations of their trans young people. It also serves as a space for them to share knowledge and strategies to navigate educational, medical and other systems.

We are currently developing our families offer in Leeds – this is being held by one of our Youth Work Senior Practitioners.

Families are invited to join several youth service events in the calendar year – including Pride events and days which focus on trans people in work / trans adults with their own families.

We run on average 21 youth group sessions per month at GI – each covering a different age range, activity, or cohort of young people (for example: 16-20, swimming or transfemme). Our age range for young people is currently age 7-30 and groups take place in London, Leeds and Online.

1. At GI, we know that families can come in many forms. When we use the term 'Families' we are referring to families in all their forms. Parents, step-parents, other relatives and foster carers are all welcome in our spaces. [↑](#footnote-ref-1)
2. NOTE: In this document, we use the term ‘trans’ as a very broad single-word umbrella term to include binary-identified people, non-binary people, gender fluid people, agender people, those with dual-role and similar gender experiences, and anyone else with an experience of gender like or similar to the above. [↑](#footnote-ref-2)