



Job Title: Young People's LGBTQ+ Support Officer

Location: High Wycombe

Hours: Two days per week

Salary: £30,000 FTE (£12,000 per annum pro rata), plus pension contribution

Reports to: CEO

Job Purpose

The Young People's LGBTQ+ Support Officer will lead and develop YES's LGBTQ+ provision for young people, ensuring services are peer-led, affirming, safe, and professionally delivered.

The postholder will design and facilitate high-quality group and one-to-one support, embed co-production with young people, and ensure services are responsive to emerging needs.

This role requires lived experience and a strong understanding of LGBTQ+ identities and issues affecting young people, alongside professional boundaries, safeguarding awareness, and service development capability.

Key Responsibilities

1. LGBTQ+ Social Group Delivery

- Design, establish, and lead a weekly LGBTQ+ social and support group.
 - Facilitate sessions in a safe, structured, and professionally boundaried manner.
 - Develop session plans that promote wellbeing, peer connection, positive identity development, and resilience.
 - Manage participant recruitment, registration, consent, and inclusion processes.
 - Conduct and maintain risk assessments for group activities.
 - Ensure confidentiality, data protection compliance, and safeguarding standards are upheld at all times.
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2. One-to-One & Peer Support

- Provide one-to-one support (in person and online) to LGBTQ+ young people.
 - Offer timely signposting and referrals to specialist services where appropriate.
 - Support young people with issues including (but not limited to):
 - Sexuality
 - Relationships
 - Gender identity and transitioning
 - Access to healthcare
 - Education, employment and training challenges
 - Mental wellbeing
 - Maintain appropriate case records in line with organisational and GDPR requirements.
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3. Service Development & Co-Production

- Consult with young people regularly to assess emerging needs.
 - Develop and evolve LGBTQ+ provision using a co-production and empowerment model.
 - Plan and deliver workshops on topics impacting young people's mental health and wellbeing.
 - Coordinate guest speakers, skills sharers, and workshop facilitators.
 - Prepare promotional materials, news items, and service information.
 - Distribute appropriate health and wellbeing resources (e.g. safe sex materials).
 - Increase visibility and awareness of YES's LGBTQ+ services locally.
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4. Safeguarding & Compliance

- Follow safeguarding protocols, within LGBTQ+ provision (in line with organisational policy).
- Identify and respond appropriately to safeguarding concerns, reporting up to the appointed Designated Safeguarding Lead (DSL).
- Follow reporting procedures and liaise with statutory services where necessary.

- Maintain professional boundaries and uphold ethical practice at all times.
 - Ensure compliance with data protection, confidentiality, and equality legislation.
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5. Monitoring, Evaluation & Reporting

- Maintain accurate and timely records of attendance, activity, and outcomes.
 - Be familiar with CRMs and able to use organisational databases (CharityLog).
 - Collect feedback and case studies demonstrating impact.
 - Monitor expenditure against the allocated budget in liaison with the Finance Manager.
 - Produce quarterly reports outlining activities, outputs, outcomes, and impact.
 - Contribute to funding applications and reporting where required.
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6. Outreach, Communications & Collaboration

- Maintain an appropriate and professional social media presence promoting LGBTQ+ services.
 - Work collaboratively with colleagues to build organisational confidence and competence in supporting LGBTQ+ young people.
 - Develop partnerships with local schools, colleges, and community organisations to increase access to support.
 - Represent YES externally where appropriate.
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7. General Responsibilities

- Participate in supervision, appraisal, and continuing professional development.
- Undertake training relevant to safeguarding, trauma-informed practice, and youth work.
- Contribute to team meetings and organisational development.
- Undertake other reasonable duties consistent with the role.

Person Specification

Essential

- Lived experience of LGBTQ+ identities and/or issues (genuine occupational requirement may apply).
- Experience working directly with young people.
- Strong understanding of issues affecting LGBTQ+ young people, including mental health and identity development.
- Knowledge of safeguarding practices and professional boundaries.
- Ability to create inclusive, accessible spaces mindful of disability, race, faith, and other marginalised identities.
- Excellent written and verbal communication skills.
- Strong organisational skills and ability to manage workload independently.
- Competent in Microsoft Office (Word, Excel, PowerPoint).
- Experience using databases (e.g., CharityLog, Salesforce) or willingness to learn.
- Experience using social media in a professional capacity.
- Flexible, solution-focused and proactive approach.

Desirable

- Qualification in Youth Work, Social Care, Community Development or related field.
- Experience facilitating group work.
- Knowledge of local support services and referral pathways.
- Training in trauma-informed practice or mental health awareness.
- Experience contributing to monitoring and evaluation or impact reporting.

Values & Approach

The postholder will demonstrate:

- Commitment to YES's mission and values
- Unwavering support for LGBTQ+ equality and inclusion
- Integrity, accountability and confidentiality

- Collaborative and respectful working style
- Youth-centred, empowering practice
- Professional boundaries alongside empathy and lived insight