



Helpline and Telephone Support Coordinator

Candidate Pack



WELCOME

Thank you for your interest in joining LGBT Health and Wellbeing.

This is an important moment for our organisation and for LGBTQ+ communities across Scotland. Demand for emotional support, connection and trusted information continues to grow, while the wider environment facing LGBTQ+ people has become increasingly challenging and uncertain.

Our helpline and telefriending services play a vital role in helping people feel heard, supported and less alone. For many people, we are the first point of contact when they are experiencing isolation, distress, discrimination or simply need someone to listen without judgement.

We are now entering a new phase for these services, strengthening and reshaping how they operate to build a sustainable, volunteer-led model of support that can grow with community need.

We are looking for someone who believes in the power of community-led support, who can bring compassion and stability to emotionally sensitive work, and who is excited by the opportunity to help develop and further improve an essential national service, whilst honouring it's 50-year legacy.



Our Values

Equality and Diversity

Our team is inclusive and represents the community we serve. We engage with all sections of the LGBTQ+ community and our allies, and we celebrate diversity.

Respect

We value everyone and treat people fairly. We are open, accountable, accepting, trustworthy and supportive.

Inclusivity

We create services and spaces that are accessible and intersectional. We pay particular attention to people who have been historically excluded from support, and those facing multiple disadvantages.

Participation

Our services are shaped by the communities they serve. We encourage, support, and empower people to get involved.

Collaboration

We are not an island. We achieve more by working together, with our community and with partner organisations, to reach shared goals.

Excellence

We aim to provide high-quality, innovative services that deliver the best results for our community.

ABOUT US

LGBT Health and Wellbeing was established in 2003 to improve the health and wellbeing of LGBTQ+ people across Scotland.

We are a national charity providing support services and community spaces that help people stay well, reduce isolation, and feel more connected.

Whilst we are known as 'LGBT' Health and Wellbeing, our work reflects the full diversity of our communities. We support people across the LGBTQIA+ spectrum, including queer, intersex and asexual people, as well as those who are questioning or exploring their identity. We also work with families and friends of LGBTQ+ people, and with health and social care professionals supporting our communities.

Alongside our services, we play an active role in shaping change. We bring the voices and experiences of LGBTQ+ people into conversations with organisations and decision-makers, including the Scottish Government, helping to inform more inclusive policy, services and practice.

We are recognised as a trusted and credible voice on LGBTQ+ health and wellbeing, particularly in areas such as mental health, trans wellbeing, and the experiences of LGBTQ+ elders.

At the heart of our work is one aim: a Scotland where LGBTQ+ people thrive, no matter who we are.

OUR STRATEGIC OBJECTIVES

LGBT Health and Wellbeing's current high-level objectives are to:

- Make a real difference to our community.
- Generate funds from a diverse income stream, and increase awareness of our organisation.
- Attract and retain the best possible team of staff and volunteers who are suitably placed to serve our community.
- Develop and implement effective and efficient organisational processes and systems.

The Digital Content Coordinator is a critical role in helping us achieve all of these.

You can read more about our aims within these objectives [here](#).

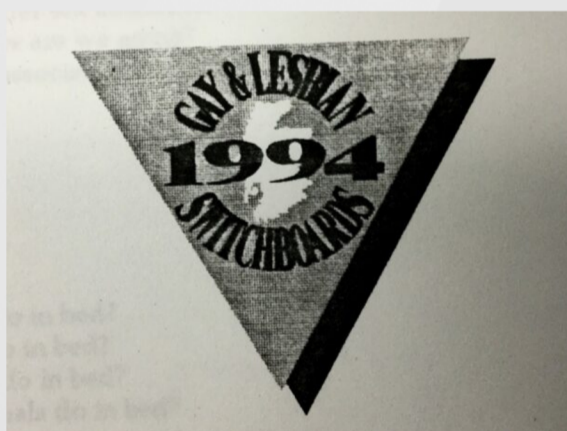


ABOUT THE HELPLINE

Our helpline traces its roots back to some of Scotland's earliest LGBTQ+ community organising and support services. The service began in 1974 as the Edinburgh Befrienders, established after the Scottish Minorities Group identified a growing need for dedicated support for LGBTQ+ people experiencing isolation, discrimination and crisis. The helpline took its first call on 2 March 1974 and is widely recognized, as one of the UK's first gay helplines and Scotland's first gay charity. Over time, the service evolved through several names, including Edinburgh Gay Switchboard and Lesbian Line, and later the Lothian Gay and Lesbian Switchboard, reflecting both the growth of the organisation and the changing language and visibility of the LGBTQ+ community in Scotland.

Throughout the 1970s, 1980s and 1990s, the helpline became a lifeline for LGBTQ+ people navigating criminalisation, family rejection, workplace discrimination, violence, loneliness and the HIV/AIDS crisis.

The archives held by The University of Edinburgh document the organisation's pioneering role in LGBT+ health, equality campaigning, and peer-led community care. In 2009, as the original service faced closure, the legacy continued through 'LGBT Helpline Scotland', operated by LGBT Health and Wellbeing, carrying forward more than fifty years of support for LGBT+ people across Scotland.



Whilst society has changed significantly since the 1970s, many of the fears and inequalities faced by LGBTQ+ people have not disappeared, rather they have evolved. In recent years, our helpline has seen increasing demand linked to rising anti-LGBTQ+ rhetoric, attacks on trans rights, the impact of the Supreme Court ruling on the Equality Act, ongoing experiences of conversion practices, hate crime and incidences, isolation, and declining mental health.

Just as the original service responded to moments of fear and uncertainty for the community, the helpline continues to provide confidential, peer-led support and connection at a time when many LGBTQ+ people once again feel under pressure, unheard, or unsafe.

THE ROLE

Role Title: Helpline and Telephone Support Coordinator

Reports to: Services Manager (Edinburgh)

Hours per Week: 36 hours (full time)

Location: Based in our Edinburgh or Glasgow office with flexible working

Salary: £33,000

The Helpline and Telephone Support Coordinator will lead the delivery, development and transformation of LGBT Health and Wellbeing's national phone support services, including our helpline and telefriending services.

The postholder will play a key role in shaping a sustainable, volunteer-led model of emotional support for LGBTQ+ people across Scotland. This will include strengthening volunteer recruitment, training, and retention; reviewing and improving operational systems and service delivery, and ensuring that people contacting the service receive high-quality, trauma-informed support.

The role combines operational coordination with service development and transformation. The Coordinator will work closely with volunteers, staff, community members and partners to help build a resilient and responsive national support service capable of meeting growing and changing community need.

WHAT YOU'LL BE DOING

Service Delivery and Coordination

- Coordinate the day-to-day delivery of the helpline and telefriending service.
- Ensure high-quality emotional support, information, and signposting is delivered via phone and digital channels.
- Monitor service demand, capacity and emerging trends to help shape service delivery.
- Develop systems and processes that improve consistency, accessibility, and sustainability.
- Maintain oversight of safeguarding, confidentiality, and risk management processes.
- Ensure accurate recording of service data, outcomes and impact information.

Service Transformation and Development

- Lead the redevelopment of a sustainable volunteer-led helpline model, identifying and protecting what works well, whilst exploring all additional opportunities for quality improvement and efficiency.
- Review and improve operational systems including rota management, volunteer communications, onboarding, and training pathways.
- Identify opportunities to streamline and strengthen service delivery.
- Support the development of clearer volunteer structures, roles and progression opportunities.

WHAT YOU'LL BE DOING (CONTINUED)

- Contribute to future planning around opening hours, delivery models, partnerships and service growth.
- Help embed psychologically informed, trauma-aware and community-led approaches across the service.

Volunteer Recruitment, Training, and Support

- Lead recruitment, induction, training, and ongoing support for helpline and telefriending volunteers.
- Build a positive, inclusive, and values-led volunteer culture.
- Develop volunteer confidence in supporting callers experiencing distress, isolation, discrimination, or crisis.
- Coordinate regular supervision, debriefing, and reflective practice opportunities.
- Support volunteer wellbeing, retention, and development.
- Work to increase the diversity and sustainability of the volunteer team across Scotland.

Partnerships, Promotion and Organisational Contribution

- Promote the helpline and telefriending service internally and externally.
- Build relationships with relevant referral partners and community organisations.
- Contribute to organisational reporting, funding reports, and evaluation activity.
- Work collaboratively with wider LGBT Health and Wellbeing services to improve pathways and community support.
- Represent the organisation positively and professionally in external meetings and networks.

Additional Note

This role is intended as a service transformation and sustainability post, focused on strengthening LGBT Health and Wellbeing's national phone support infrastructure and volunteer-led delivery model. Flexibility for some evening and weekend working will be required.



WHO WE'RE LOOKING FOR

We're looking for someone who is compassionate, organised and community-focused. Someone who understands the importance of LGBTQ+ affirmative support, believes in the power of connection and volunteering, and is motivated by helping build services that genuinely make a difference in people's lives.

You don't need to have done this exact role before, but you should bring a mix of experience and values that align with what we're trying to achieve.

WHO YOU ARE

- Excellent interpersonal and communication skills, with the ability to build trust and positive relationships with volunteers, colleagues, and community members.
- Ability to motivate, develop and support volunteers within a values-led and community-focused environment.
- Strong organisational skills, with the ability to coordinate operational delivery while managing competing priorities.
- Ability to respond calmly, professionally, and compassionately in emotionally sensitive or crisis situations.
- Confidence identifying opportunities to improve systems, processes and service delivery.
- Ability to balance day-to-day operational coordination with longer-term service development and transformation work.
- Compassionate, emotionally intelligent, and non-judgemental approach.
- Commitment to LGBTQ+ equality, inclusion and community wellbeing.
- Ability to work collaboratively as part of a wider team while also using initiative and working independently.
- Commitment to maintaining professional boundaries, confidentiality, and safeguarding responsibilities.



YOUR EXPERIENCE

Your application will be assessed against the criteria below.

To give yourself the best chance of being shortlisted, please respond to each point in turn and include clear examples of how you meet it. Where possible, use specific evidence from your work, volunteering, or lived experience.

You do not need to meet every single criterion to apply, but the more relevant examples you can provide, the stronger your application is likely to be.

If written applications are not your preferred format, you are welcome to respond in another way, such as by video or voice note.

ESSENTIAL

- Experience coordinating services, projects, or programmes involving volunteers.
- Experience improving systems, processes or service delivery.
- Experience supporting people experiencing emotional distress, isolation or mental health challenges.
- Experience collecting and using data to support evaluation and improvement.
- Understanding of safeguarding, confidentiality, and boundaries in support services.
- Understanding of trauma-informed and person-centred approaches.

DESIRABLE

- Experience delivering a helpline or telephone-based support.
- Experience recruiting, training and supporting volunteers.
- Experience delivering, volunteering within, or managing listening/support services.
- Strong understanding of issues affecting LGBT+ communities in Scotland, including barriers to accessing support.

USE OF AI

We recognise that Artificial Intelligence (AI) can be a useful tool in many workplaces, and at LGBT Health and Wellbeing we are actively exploring how to balance its use alongside our environmental, ethical, and green commitments. However, at this stage in the recruitment process, we ask that candidates do not use AI to support their application. Instead, we'd encourage you to trust your own voice and experience, and share examples from the heart. This will help us get a genuine sense of who you are and what you will bring the team and the role.

RECRUITMENT PROCESS

LGBT Health and Wellbeing is an equal opportunities employer committed to finding the very best candidate for this position. We aim to create an equal and fair recruitment process open to all. We commit to being accessible and welcoming to all the diverse communities and partners that we engage with. If there is anything that we can do to help you throughout this process, please let us know.

Applications will be reviewed as soon as they are received and we appreciate early applications to help us give each application as much time and consideration as possible.

We ask you to be available for interview on that day and to be as flexible as possible with regards to time. All applicants who are invited to interview will be offered feedback by email or a phonecall.

Interview Process and Timeline

Your hiring panel includes:

- Michelle Davitt (she/her), Services Manager (Edinburgh)
- Grant Aitchinson (he/him), Services Manager (Glasgow)
- Louise Lewis, (she/her), Chief Operating Officer

The interview will last approximately one hour and will be held either in our offices at Duncan Place Community Hub, 4 Duncan Place, Edinburgh, EH6 8HW, or our Glasgow centre, 14 North Claremont Street, Glasgow, G3 7LE.

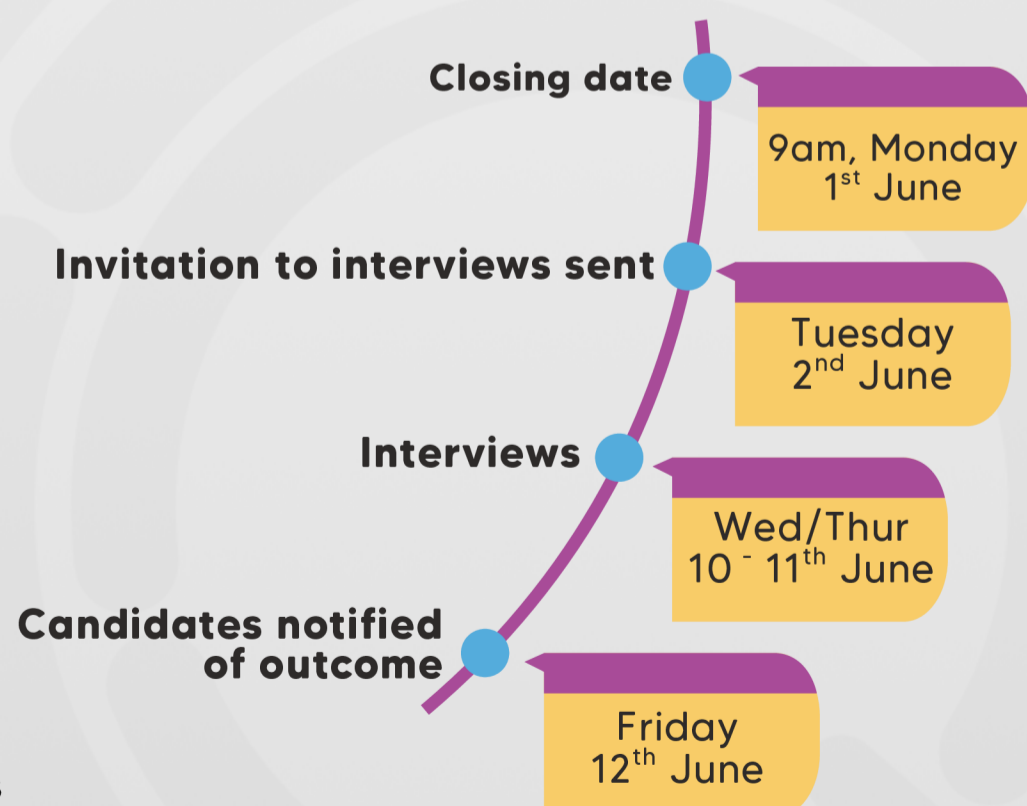
Prior to interview we will ask you to submit a task related to the role that we will discuss at your interview. On the day we will be asking a mix of skills-based and scenario-based questions, and you'll have the opportunity to ask us questions too.

Our offices are accessible and details about the space can be found [here](#).

Offers of employment are subject to two references, a valid PVG check, and all staff are subject to our safeguarding policies, which ensure we provide a safe environment for everyone who engages with our services.

Please find details on **applying** on our [Vacancies](#) page. We invite you to provide your application in written or video form. If you record a video please follow the sections of the application form.

If you would like to discuss any element of the process please contact Lauren Elder, our People Support Coordinator, at lauren.elder@lgbthealth.org.uk.



CULTURE AND BENEFITS

Salary and Working Patterns

We can offer a salary of £33,000, paid monthly in arrears, around the 4th Thursday of the month. The organisation strives to award an annual cost of living increase each year. This salary is inclusive of our 2026/27 increase. This is a full time role, working 36 hours per week, with a minimum of 30 minutes break for lunch each day (unpaid).

We are keen to look at new ways of working and enable you to bring your best self to work. We understand that this means different things to different people and are keen to actively encourage those conversations at the point of recruitment and beyond. Our current hybrid working policy asks that everyone in our team works from one of our offices, either Edinburgh or Glasgow city, a minimum of one day per week to help foster team connection and collaboration. Induction is in-person and you may be asked to be in the office more frequently initially.

What We Offer

- 35 days annual leave, including public holidays.
- An additional two 'wellbeing days' per year.
- Long service recognition with additional annual leave awarded from year 3.
- Flexible working opportunities, including up to 30 days from overseas.
- TOIL policy, ensuring additional time off for any overtime worked.
- Access to comprehensive funded learning and development opportunities.
- Access to a Group Personal Pension with a 6% contribution from the organisation.
- Employee Assistance Programme, with anonymous access to an online wellbeing portal, advice, and counselling.
- Queer-led organisation. All of our staff and volunteers identify as LGBTQ+ or are an active ally
- We are a carer positive organisation and have a range of family friendly policies.

Getting Started and Probationary Period

New employees' employment is subject to satisfactory completion of a six-month probationary period. The organisation reserves the right to extend this period at its discretion. The organisation will assess and review your work performance during this time and reserves the right to terminate your employment at any time during the probationary period. Prior to offer of employment we will require two satisfactory references and a valid PVG check.

Pensions

After your first three months of employment you may be eligible to join our Standard Life pension scheme as detailed in the Pensions Act 2008 (pensions auto enrolment). The organisation will pay 6% of your gross salary as an employer pension contribution. Employees will be required to make an employee contribution to satisfy the government legislation's minimum total contributions.