



## **Hate Crime Triage Officer and Independent Victim Advocate Job Advert**

### **About Galop**

Galop is the UK's LGBT+ anti-abuse charity. We work with and for LGBT+ victims and survivors of interpersonal abuse and violence.

Galop works directly with thousands of LGBT+ people who have experienced abuse and violence every year. We specialise in supporting victims and survivors of domestic abuse, sexual violence, hate crime, and other forms of abuse including honour-based abuse, forced marriage, and so-called conversion therapies. We are a service run by LGBT+ people, for LGBT+ people, and the needs of our community are at the centre of what we do.

We run three national support helplines: one for LGBT+ victims and survivors of domestic abuse, one for LGBT+ people who have experienced hate crime, and the other for victims and survivors of so-called conversion therapies and practices. We provide advocacy services, both in London and nationally, for LGBT+ victims who need longer-term support. We are person-centred, empowerment-based, and trauma-informed – meaning our focus is always on helping our clients decide what is best for them, and then supporting them through their journey.

We use what we learn through working on the frontlines with clients to work on national and local policy change, to improve outcomes for LGBT+ victims and survivors of abuse and violence. We build evidence through key pieces of research around LGBT+ people's experiences of abuse and violence. We push for legislative change, improved statutory guidance for victims, and better understanding of the needs of LGBT+ people around the country.

# About the role

This role supports the pan-London hate crime victim service known as CATCH. The service is run in partnership with specialist organisations working with victims of hate crime. This partnership is led by Galop and is formed of expert services with long track records of supporting people facing hate crime, including specialists in hate crimes motivated by racism, anti-LGBT+ prejudice, antisemitism, anti-Muslim, or anti-disability prejudice. Each organisation provides support and advocacy for hate crime victims, including offering clients a space to talk and think through options, helping them plan what they want to do, and offering assistance in getting what they need from authorities.

The partnership currently receives around 4000 referrals per year, and this role will work to identify the needs of each person referred to the service, bring them into the advocacy where appropriate, offering one-off advice and assistance or referring elsewhere where the clients' needs suggest this is the best route for them (a process known as "triage"). The role will also work directly with some LGBT+ victims of hate crime directly, providing advocacy and support for them.

Your triage work will enable people referred into the service facing all forms of hate crime to feel heard, supported and reach the right service. You will need excellent listening and communication skills, with the ability to obtain the information you need to assess a case while leaving clients feeling supported. Most importantly, you need the capacity and attitude to become familiar with the needs of a broad spectrum of experiences across race, faith, LGBT+, and disability hate crime.

The role will involve reaching out to offer one-off assessment conversations to people referred into the CATCH partnership of anti-hate crime services. The partnership covers all forms of hate crime, with the majority of case you triage involving people facing racist hate crime. You will offer empathetic listening, assess whether someone fits the CATCH service criteria, and refer them to an appropriate service inside or outside the partnership. This triage work will be shared with a second Triage Officer.

You will also offer deeper work over a longer period to a small number of clients by holding a small advocacy caseload of LGBT+ people facing hate crime. As a person-centred and empowerment-based advocate, you will offer clients space to talk, think through options, help them plan and offer assistance in getting what they need from authorities. You will need to be empathetic and thoughtful in your approach to understanding your clients needs, while remaining boundaried and mindful of self-care. Your work will focus on hate crime needs such as emotional wellbeing, support through the criminal justice process, housing, financial needs etc. For issues outside Galop's remit you will refer to other services.

You will report to the Head of Hate Crime Services and work alongside another Triage Officer and our other Hate Crime Independent Victim Advocates supporting people facing abuse or violence targeting them based on their LGBT+ identity.

This is a pivotal moment in Galop's journey. We have grown quickly over the last six years and you will be part of the future of our work. You'll help us reach, support and assist more of our community. You'll be helping to amplify the voices of LGBT+ survivors of abuse, and ensure that they are at the centre of Galop's service.

We anticipate that approximately 3 days per week will be spend on triage work and 2 days per week on advocacy. However, this will vary week to week and change over the course of the project.

You will develop and run the CATCH referral triage system, including:

- Promptly contacting, listening to, assessing and triaging people referred to the CATCH hate crime advocacy service. This will include people facing racist, anti-LGBT+, antisemitic, anti-Muslim and anti-disability hate crime
- Where someone meets the criteria to receive a service from CATCH, passing their case to the relevant CATCH partner organization to receive specialist hate crime advocacy. Where someone does not meet the service criteria, offering supportive listening and refer them elsewhere
- Ensuring your approach to contact with people is trauma-informed, empowerment-cased and person-centered
- Ensuring that written referrals you make are clear and reflect the situation and needs of the person you have assessed

- Being willing to work with CATCH partner services to develop your understanding of each form of hate crime (race, LGBT+, antisemitism, anti-Muslim and disability hate crime) to ensure that your contact with people facing hate crime accounts for their needs and experiences
- Keeping a record of key information about each case you assess and triage
- Assisting the Head of Hate Crime Services with the analysis and reporting of service data.

You will also carry out advocacy work to support LGBT+ people facing hate crime, including:

- Supporting, advising and advocating for a caseload of LGBT+ people who have experienced hate crime
- Providing information, advice and support to enable clients to make informed choices and meet their individual needs
- Ensuring your approach to contact with clients is trauma-informed, empowerment-based and person-centered
- Accompanying clients through the process of police reporting, investigation and court
- Assisting clients in dealing with the diverse impacts of hate crime (emotional, social, housing, financial, or practical)
- Advocating for clients' rights to fair and respectful treatment by services, being given information, being kept informed and feeling heard
- Maintaining professional boundaries at all times
- Keeping accurate records of work undertaken with clients in line with Galop's policies and funders' expectations
- Ensuring that clients understand the remit and limits of the service; signposting or referring to relevant services for support on issues beyond the scope of the hate crime service
- Being an active member of the Galop team and attending regular staff team meetings and whole-team events, as agreed, including Pride

## About you

We're looking for someone with a good people skills and frontline experience who understands the needs of people facing hate crime across a breadth of marginalised communities. You'll need to have good teamwork skills, a focus on self-care, and be prepared to work in an

environment where abuse and violence are regularly talked about. You'll also need to understand the impact of trauma and how that affects people facing hate crime. You report to the Head of Hate Crime Services and be supported by the wider team. In-house support, upskilling, and training will be provided – you don't need to already be an expert on hate crime to be the right person for this role.

The below list is a guide for the kind of skills and experience we'd like you to have – but you don't have to have it all to be considered. We recognise that your experience may be from unpaid roles as well as formal employment. We want to know why you're the right person for this role, not whether you've been given the right opportunities.

There is an essential requirement under the Sexual Orientation Regulations 2003 that the post holder has experience of LGBT+ needs and the impact of discrimination. The post holder does not need to have previous experience in the hate crime sector but they should demonstrate a thorough understanding of LGBT+ lives, including awareness of the issues which LGBT+ people might face.

<b>Experience and knowledge</b>	<b>Essential (E) or Desirable (D)</b>
Understanding of what hate crime is and the purpose of anti-hate crime work	D
Understanding of the emotional and practical needs of people impacted by hate crime	E
Experience of professional contact with people facing violence or abuse	D
Understanding of the unique needs and perspectives within groups facing hate crime (faith, disabled, LGBT+, and Black and ethnically minoritised communities)	E
Understanding of and commitment to the value of inclusive working practice and valuing diversity in the work you do	E
Understanding of the emotional and practical needs of LGBT+ people impacted by hate crime	E
Experience of maintaining service user confidentiality	E
Experience of service data recording and contributing to data reports	D
<b>Skills</b>	
Ability to balance multiple priorities, work under pressure and to deadlines, and prioritise your workload	E

Ability to provide person-centred support to empower clients facing hate crime	E
Ability to empower clients with the knowledge and assistance to gain control over their lives	E
Ability to voice problems to partner agencies, while maintaining positive working relationships	E

At Galop, we believe that life should be safe, just and fair for all LGBT+ people, and that includes our staff in the workplace. We believe in equity and understand the importance of inclusion for staff with a wide range of lived experience. No matter your age, race, faith, orientation, gender identity, disability, or class, we want you to feel welcome here. To that end Galop has a multi-year Equity, Diversity, and Inclusion plan in place, currently focusing on equity and inclusion for Trans and BAMER members of staff. We are committed to listening and learning, and to constant improvement. We believe it is our job to make sure that all our staff, particularly those from minoritised backgrounds, feel welcome, safe, and able to thrive at Galop.

## Location

Galop's offices are located in London. Hybrid working is available.

## Hours

Full Time (35 hours per week)

## Contract

Until 30/09/2023

## Reports to:

Head of Hate Crime Services

## Salary

Galop uses the NJC scales. This post is on NJC scale points 20 to 25 (£30,224 - £33,873 per year including London Weighting).

## **Closing Date**

Applications should be submitted by 10:00am on Thursday 11<sup>th</sup> July 2022.  
First round interviews will be held on Thursday 21st July 2022.

## **Questions?**

If you have any questions or would like to discuss the role further prior to application, please contact our Head of Hate Crime Services, Nick Antjoule, at [nick@galop.org.uk](mailto:nick@galop.org.uk)

Please send completed applications and equal opportunities form by email only to [recruitment@galop.org.uk](mailto:recruitment@galop.org.uk)