

**Role Description**

**Helpline Volunteer**

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| **Location** | Nottingham Centre for Voluntary Action  7, Mansfield Road  Nottingham NG1 3FB | | |
| **Role Description** | To staff the charity’s LGBT information and support line and keep the record of contacts / LGBT services up to date. | | |
| **Time Commitment** | Volunteers are asked to commit to:   * 2 hour shift, twice a month (7pm – 9pm)   In addition, volunteers will ideally attend:   * 2 hour management meeting each month (ordinarily the first Tuesday) to develop the organisation and its services. | | |
| **Responsibilities** | * Listen and respond to those contacting the service (via telephone, email, text etc) * Offer those contacting the service information and support * Update the on-line contact record system * Update the database of local LGBT services etc, * Maintain confidentiality * Work within a team of volunteers * Work to develop your practice as a volunteer * Work within NLGS's policies and procedures to provide the helpline service to the people of Nottingham and Nottinghamshire | | |
| **Experience, Skills and Personal Characteristics / Qualities** | * Support and demonstrate commitment to NLGS values * Able to listen * Good verbal communication skills * Able to provide information and support in written format * Able to engage with people in an empathic way * Open minded and non-judgmental * Committed to equality and diversity * Able to demonstrate discretion and recognise the impact of own actions on others * Able to deal with stress appropriately * Receptive to feedback, learning and continuous improvement * Aware of impact of personal experiences on own outlook * Willing to learn IT skills to work effectively online * Must identify and define yourself as lesbian, gay, bisexual or trans (LGBT+). | | |
| **Training and support** | * Induction to the role and to NLGS * Training over 2 consecutive Sundays to be held in Nottingham * A minimum of 6 accompanied training sessions on the helpline * A nominated ‘buddy’ to discuss issues with etc. * Training for new volunteers typically takes place once a year | | |
| **Expenses** | Out of pocket expenses will not ordinarily be reimbursed for volunteering duties. | | |
| **Benefits to the volunteer** | The benefits of being a volunteer are to:   * Do work that is inspiring, rewarding and useful in your spare time * Learn new skills and enhance your CV * Make a difference to the people you are volunteering with and give back to the community * Gaining confidence and self esteem * Join and work as a team towards shared goals and ambitions * Social benefits (i.e. social events with other volunteers)   As a small, local charity, volunteers’ contributions will make a big difference to our work | | |
| **Last reviewed** | Sept 2015 | **Future Review** | Sept 2016 |
| **By:** | CA | **By** |  |