

**Role Description**

**Helpline Volunteer**

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| **Location** | Nottingham Centre for Voluntary Action7, 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.
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| **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
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| **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+).
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| **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
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| **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** |  |