

## Volunteer role descriptions

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### For social and support group facilitators

#### The role

The role of the LF social/support group facilitator is multi-faceted. London Friend operates a number of social and support groups. The purpose of the groups is to provide a supportive, non-threatening, space for LGBT people. For many people the groups have provided a crucial “stepping stone” to gaining the confidence to independently explore the LGBT world. Our groups also provide a social outlet for LGBT people who are already “out” but might be looking for an alternative to the “scene”.

#### Volunteer profile

Our ideal social/support group facilitator:

- Has a strong knowledge and sensitivity to the issues faced by LGBT people
- Has an excellent verbal communication skill,
- Has a strong sense of ethics and can maintain appropriate boundaries between facilitator and person accessing the service.
- Has a capacity to work in a team
- Has the time and willingness to plan events suited to the group members

#### Volunteers who work as a social or support group facilitator will gain experience in:

- Collaborative group work,
- Interpersonal and communication skills
- The management and development of a dynamic social/support group
- LGBT groups are also a lot of fun and provide an opportunity to build friendships and other connections in the LGBT community.
- Our facilitators also report a great sense of satisfaction in seeing group members develop confidence around their sexuality as a result of attending the groups.

#### Tasks include

- Managing the group according to the LF ethical principles and rules,
- Meeting with potential group members and preparing three-monthly events calendars.
- Facilitators also play an active role in maintaining a cohesive, safe and fun social environment that allows individual group members to freely explore matters relating to their sexuality.
- While facilitators are not counsellors they are able, if necessary, to provide referrals for professional support.

## For phone workers

Phone worker volunteers run the helpline at London Friend. Callers may be coming to terms with their sexuality, or seeking support in their relationships or in other aspects of their lives.

Where appropriate, we may refer them to support groups run by London Friend or other organisations.

### Suggested Activities:

- Answering helpline calls
- Empowering callers to think of solutions to their problems
- Giving out information
- Listening
- Referring callers for counselling or to other groups/organisations
- Completing the necessary call-log information, as required
- Booking assessments

### Skills Specification:

No previous experience is required; however you will need to provide examples of the essential skills below, so when completing your application form you will wish to refer to paid employment, voluntary roles, studies or hobbies you have participated in which demonstrate that you have the abilities we need. In order to provide a good quality service to our service users, it is essential that volunteers have:

- Good timekeeping
- Good listening skills
- Ability to communicate clearly on the phone
- Ability to work with other people as part of a team
- Ability to do useful work in line with our procedures alone (following full training)
- Ability to use initiative or know when to ask for advice

Full training is provided. You will attend an induction days plus two days helpline training. Once this is completed you will remain with a supervisor who is an experienced volunteer until you and we feel you are able to work alone. This would typically be after 12 supervised phone shifts.

### What a shift entails:

- Each phone shift starts at 7.30pm and ends at 9.30pm.
- You should arrive promptly for your shift and be ready to take calls at 7.30pm.
- We ask each phone worker to volunteer for at least two shifts per month and to attend compulsory monthly group supervisions.
- There are 3 regular on-going training sessions per year which you are expected to attend, run by London Friend volunteers or our partner organisations.

### Supervision:

Trainee phone workers are supervised by two different supervisors throughout their training. You can also attend bi-monthly peer support group sessions. Once a volunteer has completed training and become a ratified member, there is a system in place of being able to contact someone for support if you have had a difficult call/evening on the phones.

## **Volunteer Benefits:**

As well as meeting new people, having fun, giving back to the community, learning new skills, and gaining new skills for your CV, all volunteers can:

- Ability to do useful work in line with our procedures alone (following full training).
- Claim travel expenses, or choose to donate them if they prefer to. (See our gift aid form).
- Eat! Food is provided for free at all volunteer training events.
- Take advantage of free drinks - Tea/coffee are also available to volunteers for free.
- Receive our monthly newsletter.
- Take advantage of our free in-house training events.
- Join our social events including our annual end of year party.