

## Volunteer role descriptions

This document contains descriptions of our volunteer roles together with an outline of the general duties of each role and any experience and skills required. It covers:

- Social & support group facilitators
- Antidote drop-in facilitators
- Administration and fundraising volunteers

For counselling placement please see the counselling page on the website.

### 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
- 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.
- Take advantage of our free in-house training events.
- Join our social events including our annual end of year party and annual summer picnic.

## Volunteer 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” and for people who have never done “scene” or maybe they feel isolated through age or disability.

### 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 good listening skills
- Has a strong sense of ethics and can maintain appropriate boundaries between facilitator and person accessing the service.
- Has a capacity to be part of 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.
- Facilitators are able if necessary to provide referrals for professional support.

## Volunteer Antidote Drop-In Facilitator

### Purpose of the role

- Provide information, advice and support to assist clients in stabilising, reducing or stopping their drug and/or alcohol use

### Suggested activities

- Co-facilitating drop-in to provide safe environment for LGB&T clients to discuss issues relevant to them
- Carry out assessments after training
- Identifying topics and activities relevant to clients accessing the group

### Skills specification

- Good listening skills
- Ability to communicate and empathise with a wide range of people
- Ability to work on own initiative and as part of a team
- Ability to provide support to people with a wide range of needs
- Understanding of the principles of confidentiality
- Awareness of issues affecting LGBT people
- Awareness of issues affecting people with problematic drug/alcohol use
- Good timekeeping

### Time

- Volunteers are asked to work either Thursday evenings 6 – 10pm or Monday mornings 11am – 2pm
- Extra time will be required to attend meetings, training, preparation etc.
- We hope volunteers will stay a minimum of 12 months, however we recognise that due to job seeking or other changing circumstances this may not be possible

### Session location

- Volunteering will be carried out at our Thursday night Drop In, 32a Wardour Street, London W1D 6QR or other agreed locations (please note that 32A Wardour St is not wheelchair accessible)
- Monday Drop-In at 86 Caledonian Rd, London N1 9DN.

### Supervision

Volunteers will report to the Antidote Service Managers

Volunteers will receive supervision as required

## Administration and fund raising volunteers

The role of LFs admin volunteers/fund raisers is very important and LF would not be able to operate as well as it does without them

### Volunteer Tasks

- Arranging events
- Updating databases and spreadsheets
- Answering phone calls
- Updating information