



Volunteer Role Descriptions

LGBTQ Helpline Listening Volunteer

As a Helpline Listening Volunteer you'll commit to two shifts a month (a shift is two hours) taking calls from other members of the Lesbian, Gay, Bisexual, Transgender and Queer/Questioning community. People call us about a lot of things: from HIV testing to coming out, discrimination to where to meet someone. We take every call that comes, and it's our mission to make the LGBTQ community feel listened to and supported.

Role duties

- To commit to three initial training dates, and ongoing training while in post
- To be a listening ear on our Helpline
- To uphold the Helpline's standards of confidentiality, inclusivity and professionalism

You are:

- A member of the LGBTQ community
- Compassionate, empathetic and responsible
- Committed to supporting other LGBTQ people

In this role, you will:

- Receive thorough training on actively listening to the concerns of others
- Receive training on signposting to appropriate organisations
- Learn how to respond with specialised knowledge to the needs of the LGBTQ community
- Make a tangible difference to the lives of LGBTQ people
- Meet other LGBTQ people committed to supporting our community
- Develop new transferrable skills with feedback from other volunteers and Switchboard staff
- Be a full member of Switchboard with voting rights at the Annual General Meeting – you'll have a vital impact on the direction of the organisation.

If you're trans, non-binary and/or gender non-conforming, you may also be interested in volunteering with our Trans Survivors Switchboard. Trans Survivors Switchboard Operators receive extra training on supporting the transgender community, and in responding to people



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who have experienced violence and crime. It's possible to split your time between the LGBTQ Helpline and the Trans Survivors Switchboard.

This role requires a DBS check, which can be arranged through Switchboard.

Our next training sessions will be in early September, and we are currently accepting applications.