



Volunteer Role Descriptions

Trans Survivors Switchboard Listening Volunteer

As a Trans Survivors Switchboard Listening Volunteer, you'll commit to two shifts a month taking calls from callers who are trans, non-binary or questioning their gender identity. The Trans Survivors Switchboard specialises in offering support to transgender people who have experienced crime, abuse or violence, including sexual violence; we also provide general support to the trans community, no matter what a caller wants to talk about.

Role duties:

- To commit to four initial training dates, and ongoing training while in post
- To be a listening ear on the Trans Survivors Switchboard
- To uphold the Trans Survivors Switchboard's standards of confidentiality, inclusivity and professionalism

You are:

- Trans, non-binary and/or gender non-conforming
- Compassionate, empathetic and responsible
- Committed to supporting other trans, non-binary and/or gender non-conforming 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 trans, non-binary and/or gender non-conforming community
- Make a tangible difference to the lives of trans and non-binary people
- Meet other LGBTQ people committed to supporting our community
- Receive regular supervision from a qualified counsellor to develop your supportive practice and support your wellbeing
- Develop new transferrable skills
- 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.



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You may also be interested in volunteering with our LGBTQ Helpline. 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.