



Brighton & Hove LGBT Switchboard Volunteering Charter

Our Commitment to Volunteers

At Brighton & Hove LGBT Switchboard, volunteers are at the heart of our mission. This charter sets out what every volunteer can expect from us, and what we ask in return, so that together we can create safe, inclusive, and empowering spaces for LGBTQ+ communities.

What Volunteers Can Expect from Us

1. A Welcoming, Inclusive Environment

We celebrate diversity and value the lived experiences volunteers bring. Everyone is welcomed with respect, dignity, and compassion.

2. Trauma-Informed Support

We recognise that many volunteers carry their own histories and experiences. We commit to providing a supportive environment where wellbeing, boundaries, and emotional safety are prioritised.

3. Clear Roles and Expectations

Volunteers will receive clear role descriptions, guidance, and training so they feel confident and prepared in their responsibilities.

4. High-Quality Training and Development

We provide induction, safeguarding training, LGBTQ+ inclusion learning, and ongoing development opportunities tailored to each role.

5. Regular Supervision and Wellbeing Check-ins

Volunteers will have access to supervision, reflective practice, and wellbeing support to help them feel grounded and connected.

6. A Voice in Our Work

Volunteers are encouraged to share ideas, feedback, and lived experience to help shape and improve our services.

7. Recognition and Appreciation

We value the time, energy, and care volunteers give. We commit to recognising contributions and celebrating achievements.





What We Ask of Our Volunteers

1. Uphold Our Values

Volunteers are expected to act with kindness, respect, confidentiality, and cultural humility in all interactions.

2. Maintain Healthy Boundaries

We ask volunteers to follow guidance on boundaries, safeguarding, and confidentiality to ensure safety for themselves and others.

3. Engage in Training and Supervision

Training and supervision are essential for safe, high-quality support. We ask volunteers to participate fully and openly.

4. Communicate Clearly

Let us know if you need support, if something feels difficult, or if your availability changes. We are here to help.

5. Work Collaboratively

Volunteers are part of a wider team. We ask for cooperation, kindness, and respect in all team relationships.

6. Represent Switchboard Positively

Whether online or in person, volunteers help shape how our community sees us. We ask that volunteers uphold our reputation for safety, inclusion, and compassion.

Our Shared Purpose

Together, we work to ensure LGBTQ+ people across Brighton & Hove feel heard, supported, and connected. This charter reflects our shared commitment to creating safer, more inclusive communities, and to supporting volunteers to thrive as part of the Switchboard family.

