

## Volunteer Shift Leaders for our Sexuality and Gender Identity Support Line needed

Outline, the Surrey based Sexuality and Gender Identity (LGBT+) support charity, is looking for new people to support the smooth operation of our Support line service. Out with discrimination in with acceptance and support is our guiding strap line.

Are you available Tuesday, Thursday and Sunday evenings and can commit to at least two, three-hour shifts per month? We are particularly looking for volunteers who can commit to these times. Can you get to Woking in Surrey in the evenings?

Ideally you will identify as Gay, Lesbian, Bisexual or Transgender or able to demonstrate a sound understanding of the issues faced by the LGBT+ communities it's the support you provide not the label that is important. Volunteers are a vital part of delivery of a quality support service. You need to be confident working with emails and the telephone, have good administration skills and ability to use a computer.

Shift Leaders or Helpline First's as they are referred to, are essential for the smooth and safe operation of our Woking based Helpline service. As a First you will ensure that throughout the shift you are ready and able to respond to incoming emails and calls. When on duty you would be responsible for meeting new and existing volunteers, opening up the office, ensuring the shift checklist is followed and closing down the helpline and ensuring that all activity is logged on our database. If you have experience providing support to vulnerable groups or experience in supervising people and services this is likely to be a great volunteering activity for you.

Volunteering does not just benefit our service users, it can really benefit you as a volunteer too! Volunteering allows you to develop new skills and use your existing skills in new ways. The listening and communication skills you pick up can help you in all aspects of your life. Volunteering can help you improve your CV, change your job, the opportunities are endless.

Outline provides training covering an awareness of the main skills and areas you will need to understand to support our service users. Initial training takes just 4 hours, then learning alongside other more experienced volunteers. From time to time we will offer specific subject training and refresher training.

If you would like to volunteer, please click this [link](#) and apply through our application form.

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Outline is a sexuality and gender identity (LGBT+) support charity based in Surrey

Outline is a charity registered in England and Wales (1080970). Working with and supported by:

Woking Borough Council

Waverley Borough Council

Spelthorne Borough Council

Guildford Borough Council

Helpline Partnership

Surrey Police

Virgin Care

NHS North West Surrey CCG