



# Group Work Volunteer Role Description

**Time commitment - around 3-5 hours per week**

Dumfries and Galloway LGBT Plus run a number of groups which support lesbian, gay, bisexual and transgender people, as well as others affected by issues of sexual orientation and gender identity ('LGBT plus'). This includes a weekly support drop-in and a regular transgender group, as well as other groups and events around particular issues (e.g. older adults, disabled people, benefits and welfare reform etc.).

These groups are facilitated by a member of staff, but we need people to help plan, organise and co-deliver these groups. The groups are supportive spaces, often for our more vulnerable service users, and are designed to build up their confidence to make new friends and social connections, as well as to provide them with information and support on issues which may be affecting their lives.

## **We are particularly looking for people to befriend:**

- Older and disabled LGBT plus people (including those who are housebound or in supported accommodation, hospital or care homes)
- Transgender people including cross-dressers
- LGBT plus people from rural areas
- People who are not 'out' or who are confused about their sexual orientation or gender identity

## **Ideally, you have many of the qualities below:**

- Knowledgeable about issues for LGBT plus adults and older people
- Trustworthy, reliable and a good timekeeper
- A good listener, empathic, approachable and objective
- Discrete and boundaried
- Dedicated to the cause of keeping people safe and ensuring their wellbeing
- Able to put the other person and their issues above your own
- Non-judgemental and non-discriminatory
- Experienced in group work
- Well versed in the various services of Dumfries and Galloway LGBT Plus
- Criminal Records checked with an enhanced PVG

### **What you will do:**

- Establish, build and maintain supportive and boundaried relationships with service users
- With staff member or other volunteers; plan, organise, deliver and evaluate groups for LGBT plus adults, older people and their allies
- Be aware of, and work within, the organisational policy framework
- Respect confidentiality at all times
- Notify your supervisor of any issues/difficulties relating to any service user
- Undertake induction training and any other relevant training
- Attend Volunteer Supervision and one-to-one support with your supervisor
- Complete the necessary paperwork (e.g. Session Records etc.)

### **What you will get out of it:**

Your role is vital in supporting some of our more vulnerable service users, and your input could make the difference between a person continuing to feel isolated, or them accessing friends, social networks and other positive opportunities. Although progress for some service users may be slow at times, you will have the satisfaction of seeing individuals move gradually forward to a more positive place. It will also be great experience for those people who are looking to enter volunteering or employment within the caring professions, social work or community work.