

Dear Applicant,

Thank you for your interest in the position of **Volunteer &** **Helpline Coordinator** at Switchboard in Brighton and Hove.

This year we’re celebrating our 45th birthday, and this landmark makes Switchboard the longest-running LGBT organisation in Brighton and Hove. This an important and exciting time to be joining the charity. Despite the challenges of 2020, Switchboard is in a solid position and we are looking forward to welcoming new colleagues to our team. Our vital work has never been more needed.

Switchboard is a charity for LGBTQ people looking for a sense of community, support or information. We connect people and support them directly through specially developed Switchboard services or link them to other specialist organisations. Switchboard’s dedicated staff team run a number of services that offer information and support, befriending and social prescribing for LGBTQ communities.

We are now looking to recruit a coordinator for our volunteer team, with a focus on ensuring our volunteer-led helpline runs smoothly. This is Switchboard’s longest running project, we’ve provided a listening ear for LGBTQ people since 1975.

If you are interested in applying, please read the application pack and return an application form to us by **5:00pm on** **Wednesday November 11th 2020.**

For your information, interviews for this post will be held on **Tuesday November 24th 2020.**

If you would like to speak to further about this role, please contact me at Jacob.bayliss@switchboard.org.uk

With best wishes,  
  
**Jacob Bayliss** (he/him)  
Chief Executive Officer

**Follow us** [@LGBTSwitchboard](https://twitter.com/LGBTSwitchboard)

**Donate or fundraise** at [Virgin Money Giving](https://uk.virginmoneygiving.com/charity-web/charity/finalCharityHomepage.action?charityId=1006402)

**Sign up** to our monthly [newsletter](http://eepurl.com/3GVqn)

**Application Pack Contents:**

Job Description……………………………………………………..…………… Page 2

Person Specification ……………………………………….………………… Page 4

About Switchboard …………………………………………………………… Page 5

Guidance on completing your application ………………………… Page 6

GDPR…………………………………………………………………................. Page 8

**Job Description**

**Title:** Volunteer & Helpline Coordinator

**Reports to:** Chief Executive Officer

**Remuneration:** £24,684.92 per annum (pro rata)  
 (£10,674.56 actual)

**Hours:** 14 hours per week

**Based:** Brighton

**Terms:** 1 year fixed term contract, in line with funding.

Flexible 14 hours per week, with occasional evening and weekend work

Annual leave entitlement is based at 25 days for a full-time equivalent leave entitlement,  
 plus additional Christmas closure days and paid bank holidays.

**ROLE PURPOSE**

Brighton and Hove LGBT Switchboard is a charity supporting the LGBTQ community in Brighton and Hove and the surrounding area. We are currently looking for Volunteer & Helpline Coordinator who will be responsible for recruiting, training, and managing volunteers within the organisation.

There will be a particular emphasis on developing our Helpline to thrive through building and motivating a team of volunteer listeners, and overseeing the delivery of our helpline service and development plan. You will be responsible for ensuring that consistent and robust support systems are in place to support volunteers and callers alike, and for promoting our helpline service to local communities with a view to increasing calls and contacts.

This is a varied and interesting role and you should be a confident and dynamic individual with experience in volunteer management and supporting volunteer led projects.

**PLEASE NOTE**  
We welcome applications from the trans, non-binary, intersex and gender-variant community.  
Further to this, we recognise that Black and non-black people of colour are under-represented in our team. As a course of positive action in order to improve community representation in our team, we actively encourage applications from people from these under-represented groups.

Accessibility: If you would prefer to submit your application in another way, or different format, please do get in touch. Likewise, if you require assistance and/or have any questions regarding the application process, please do not hesitate to contact us

**Main Duties**

* To support and manage the team of volunteers running the Switchboard Helpline.
* To recruit, train and manage volunteers joining Switchboard and find good opportunities for volunteers to use their skills and experience across the organisation.
* To deliver volunteer helpline training and ensure safeguarding policies and procedures are followed consistently and carefully by all.
* To attend meetings and events when appropriate organised by the CCG, BHCC and other local agencies in order to receive and share information.
* To collect and collate monitoring data in all activities, including diversity monitoring, and to develop and maintain monitoring systems and processes to evidence project outcomes, in line with funders’ requirements.
* To work in a way that ensures the involvement of a diverse range of LGBTQ people and to take account of issues of intersectionality.
* To develop the Switchboard Volunteering Strategy in collaboration with Switchboard’s CEO and to ensure performance against agreed objectives and targets.
* To assist in fundraising for relevant projects.
* Covering or supporting helpline shifts, named safeguarding contacts, volunteer debriefs after shifts.
* Managing remote systems and connecting the helpline, managing tech, maintaining phoneline etc.

**General Duties**

* To provide monthly reports on project activities for the CEO and provide reports to funders as needed.
* To attend supervision sessions and contribute to team meetings.
* To recruit, manage and work with volunteers in delivering project activities.
* To undertake all work in line with relevant legislation and with the organisation’s policies and procedures.
* To undertake any other duties that might reasonably be requested and are appropriate to the role.

**Person Specification**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **EXPERIENCE** | | **ESSENTIAL (E) DESIRABLE (D)** | **Assessed at: Interview (I) / Application (A)** | | |
| 1 | Experience of recruiting, managing and working with volunteers either in a paid or voluntary capacity. | | | **E** | **A/I** |
| 2 | Experience of designing and delivering volunteer led community projects. | | | **E** | **A/I** |
| 3 | Lived experience of belonging to the LGBTQ community / identifying as LGBTQ+ | | | **D** | **A/I** |
| 4 | Experience of working for a community organisation. | | | **D** | **A/I** |
| 5 | Experience of delivering training to groups of people. | | | **E** | **A/I** |
| 6 | Experience of delivering or developing frontline support services | | | **D** | **A/I** |
| **KNOWLEDGE** | | | | |  |
| 6 | An understanding of what motivates individuals to volunteer and a knowledge of the requirements that people have and need in order to fully take on a volunteer role. | | | **E** | **I** |
| 7 | Knowledge of key concepts and procedures around confidentiality, safeguarding, and other critical elements of frontline service provision. | | | **E** | **I** |
| 8 | Understanding of service provision and planning within a voluntary sector organisation. | | | **D** | **A/I** |
| 9 | Knowledge of the LGBT community in Brighton & Hove, including LGBTQ community.  groups and organisations. | | | **D** | **A/I** |
| 10 | Knowledge of the community and voluntary sector in Brighton & Hove. | | | **D** | **I** |
| **SKILLS** | | | |  |  |
| 11 | Ability to manage a complex work programme and to plan and carry through tasks to deadline. | | | **E** | **A** |
| 12 | Excellent communication and networking skills, diplomacy, and the ability to develop and maintain positive relationships with a wide range of people and organisations. | | | **E** | **A/I** |
| 13 | A proven commitment to promoting equality and diversity and an understanding of intersectionality. | | | **E** | **A/I** |
| 14 | Proactive, able to take initiative, and to work with minimal supervision, within a defined work-plan and reporting framework. | | | **E** | **A** |
| 15 | Ability to use social media and other online tools e.g. Mailchimp, Surveymonkey to facilitate volunteer recruitment. | | | **E** | **A** |
| 16 | Line management and supervisory skills – having managed volunteers. | | | **D** | **A/I** |

These skills and competencies will be tested in the application form and subsequently within the interview process. All successful applications are subject to satisfactory references and an enhanced DBS check and the post is subject to a probationary period.

Deadline for applications is **5:00pm on November 11th 2020.**

Interviews will be held via Zoom with a small panel.

For more information or an informal conversation about the role or application process, contact Jacob Bayliss at [Jacob.Bayliss@Switchboard.org.uk](mailto:Jacob.Bayliss@Switchboard.org.uk)

You can also find application forms on our website: www.switchboard.org.uk

**ABOUT SWITCHBOARD**

Switchboard is a charity for LGBTQ people looking for a sense of community, support or information. We connect people and support them directly through specially developed Switchboard services or link them to other specialist organisations.

**Our vision** is for an inclusive and diverse society where all LGBTQ people can realise their own unique potential

**Our mission** as a charity run by and for LGBTQ people working to understand and respond to the needs of all LGBT communities. We do this by;

* **Listening** to the needs, worries and concerns of individuals,
* **Informing** individuals of what support is available and making the connections as well as informing policy makers about LGBTQ inequalities
* **Developing** new services, only when we have established a gap and ideally in partnership with others.

**OUR VALUES**

* **Supportive**
* **Friendly**
* **Inclusive**
* **Professional**
* **Passionate**

**OUR SERVICES**

**Our current services include:**

* **Helpline:** a supportive, non-judgemental, confidential space run by trained volunteers who listen, inform and support - via a telephone helpline service plus email and web chat support.
* **Trans Survivor’s Project:**  a dedicated project supporting trans and/or non-binary people who have experienced sexual violence - the first of its kind in the UK.
* **Older LGBTQ** **Project**: social and support drop-ins, trips, training, consultancy and other activities, to reduce isolation and increase well-being.
* **Health & Inclusion Project (HIP):** engages the LGBTQ community in health and wellbeing issues, and gives them the opportunity to have a say about the issues that matter to them.
* **LGBTQ Disability Project**: creating safe, confidential spaces across the city for LGBTQ disabled people to meet monthly and socialise. We work with the group to prompt LGBTQ venues to become more disability-aware and inclusive.
* **Rainbow Café:** a regular meet-up for LGBTQ people living with dementia or concerned about memory loss.  Friends, loved ones and carers are welcome.
* **Trans Link Project:** a social prescribing project that aims to link trans and/or non-binary individuals into health and wellbeing activities across the City.
* **LGBTQ Inclusion Award:** a training and consultancy award programme to support services in creating inclusive and affirmative environments for LGBTQ patients, clients, or customers.

**Guidance on Completing Your Application**

Thank you for the interest you have shown in our vacancy.  
These notes are to help you make the most of your application.

Switchboard will not be able to shortlist your application if you do not follow the instructions below.

We short-list based solely on the information in your application form, so please ensure that you follow the guidelines for completing the form and that you address each point marked ‘A’ on the person specification so that we can judge your suitability for the role.

Page 6 of the application form asks you to tell us about your ‘**Experience, Knowledge & Skills’.** In this section you must show how you meet the criteria set out in the person specification section of the job description. Switchboard requires the successful applicant to demonstrate **through specific examples** that they have both the knowledge, technical skills and experience to fulfil role requirements.

The Person Specification will state what essential (marked using an E) qualities are required for the job. These are prerequisites for the job. Desirable qualities would be examples that would enhance your suitablity for the post by are not prerequistes for the job. If you don’t meet a desirable point on the person specification you do not need to address it in your application.

At the top of the Person Specification there is a box which shows you how each point will be assessed. You need to provide an example for each point with an ‘A’ in the right hand column. You must **describe a real situation** that you have played a significant part in. We might ask you to talk more about these at interview.

|  |  |  |
| --- | --- | --- |
| **Person Specification** | |  |
| **What is Switchboard is looking for?** | **Is it essential (E) or desirable (D)?** | **How do we check if you have it?**  **Application = A**  **Interview = I** |

**Demonstrating your Knowledge, Skills & Experience**

For each of the Experience, Knowledge & Skills points in the Person Specification you must provide **a real example**, which describes how you have demonstrated what is required. Applicants who merely state that they have the knowledge and experience will not be short-listed for interview.

The example below gives an indication of the approach you should take for each of the points:

|  |  |  |
| --- | --- | --- |
| **Experience Knowledge & Skills** | | |
| 1 | Experience of designing and delivering social research and/or community  Consultations | **A/I** |

**Example of a poor response:**  
*I have experience of designing and delivering community consultations. I am extremely skilled when it comes to writing questionnaires and am passionate about community consultation. I have the skills and experience to be able to deliver research for Switchboard.***Why is it poor?** *This answer gives us no tangible evidence that the applicant has experience. They could have used a specific example of a consultation they were involved in, a training they had attended, or examples of times they had used certain skills or gained experience that would lend itself to delivering research.*

**Example of a good response:**

*A large part of my role with my current employer is to administer and coordinate a research project regarding the health and wellbeing of people with over 60 years old who take up health walks for our local GP consortium. This research project is looking into the positive impact that walking in later life can have on the health and wellbeing and social isolation of older people talking up both exercise and a group activity. This research included coordinating data collect as both focus groups; telephone discussions online/paper questionnaires. The final report with recommendations was presented to the GP consortium (I gave power point presentation) has been used in a national health project. I another role I was required to conduct interviews with service users at various stages in a research project, write questionnaires and put this data into a useable format to be analysed. Alongside this, I have written and handed out questionnaires to older people and agencies that work with this client group in the local community, to find out what they would like from services and what they think is missing. This information has been used this information to set up extra services that run alongside the lunch club for people suffering with the after effects of a stroke.***Why is it good?** *This person gives several specific scenarios in which they have demonstrated their ability to design and deliver social research. They explained what they were responsible for and helped us understand how they did it.*

**Please note that, due to our high volume of applications, we are unable to provide feedback for those who fail to make the shortlist for interview.**  **You will be notified on the outcome of shortlisting.**

**GDPR AND OUR APPLICATION PROCESS**

**DATA YOU SHARE WITH US**

Any data that you share with us in your CV and supporting letter will be used for recruitment purposes only. We have a legitimate interest to some of this data in order to shortlist your suitability to the post.

**WHO WILL SEE THE DATA**

The only people viewing the data will be those receiving the application, those shortlisting for the post and those on the interview panel. Should you be offered the post, then the Administration Officer will then have access to your data to set up the HR systems that are required for the role.

**WILL WE SHARE YOUR DATA?**

Your data will not be shared outside of Switchboard. It maybe that an external stakeholder is invited to be on the interview panel and in this instance systems will be put in place to ensure that data does not leave Switchboard.

**WHERE WE FIND CANDIATE DATA**

The only data that we would have about you is anything that you chose to share with us through your application form.

**HOW WILL WE PROCESS YOUR DATA**

Your data will be sent to us via email and will be kept on our shared drive for the purposes of shortlisting and, if shortlisted interview. Those shortlisting will have access to the shared drive and in the instance of an interview a copy of your CV and covering letter maybe printed in a hard copy for interviews to look at. Any data that identifies you would be omitted from any hard copies printed and all copies would be destroyed after the interview process.

**HOW LONG WILL WE KEEP YOUR DATA**

All data will kept for one month after the shortlisting and interview process, after this time it will be destroyed. Should you be offered employment then this data may be transferred to your HR file.

**YOUR RIGHTS**

You have the right to be forgotten, to rectify or access the data we have about you, to restrict processing, to withdraw consent and to be kept informed about the processing of your data.

**HOW WE PROTECT YOUR DATA**

Our general privacy policy can be found <https://www.switchboard.org.uk/privacy-and-cookies/>