

## Volunteer role Description,



## Community Rainbow Neighbour Volunteer

### Introduction

This role is delivered in partnership with Age UK West Sussex, Brighton & Hove and Brighton & Hove LGBT Switchboard. This role was developed to meet the needs of LGBTQ+ older people at risk of loneliness and isolation.

**Brighton & Hove LGBT Switchboard** is by and for 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. Set up in 1975 Brighton & Hove LGBT Switchboard has been listening to and informing lesbian, gay, bisexual, transgender and queer people in Brighton & Hove and beyond. Originally a helpline, we have developed additional services and now offer much more. Brighton & Hove LGBT Switchboard's Older People's Project supports LGBTQ+ people aged 50+ in and around the city. The Community Rainbow Neighbour Volunteer scheme will be in partnership with this specific project.

**Age UK West Sussex, Brighton and Hove** enable older people to Love Later Life. Our aims are to promote the wellbeing of all older people; to make later life a fulfilling and enjoyable experience and to enable people to flourish. We deliver a range of services and activities to meet older people's needs.

This role involves working as part of our Brighton Localities Team to assist older LGBTQ+ people in the city to reengage with the local community. The role is designed to reconnect older LGBTQ+ people with their local neighbourhood, regain confidence and social connections.



The main goal of this service is to reduce social isolation and improve physical and emotional wellbeing.

**Responsible to:** AUKWSBH Brighton & Hove Coordinator / Brighton & Hove LGBT Switchboard Coordinator

**Hours:** flexible – Ideally the volunteer would be able to commit at least an hour per month/fortnight for 6 months.

**Location:** All areas of Brighton & Hove.

### The service:

- Receive referrals and visit clients as arranged by the Brighton & Hove Coordinator
- Support clients in line with Brighton & Hove Coordinator's guidance
- Maintain logs of your interaction and submit via the online form after each visit
- Liaise closely with the Brighton & Hove Coordinator, seeking advice, guidance and support where required
- Carry out tasks according to AUKWSBH/Switchboard policies and standards, in particular on safeguarding, confidentiality, anti-discriminatory policies, lone working and health and safety.
- To report any concerns or safeguarding concerns and liaise appropriately.
- To follow the Lone Working Policy and guidance. Your safety is paramount, and it is essential that you follow the procedures as well as inform us if there are any risks to your safety. If you are unable to find a lone working buddy, please speak to the Brighton & Hove Coordinator and we will support you to find a lone working buddy.
- Adhere to GDPR regulations
- Participate in training sessions and meetings as necessary.

### Role requirements

No specific previous experience or qualifications is required as training and on-going support will be provided. Any potential volunteer **will have lived experience of belonging to the LGBTQ+ community** and need to be able to demonstrate:

- excellent listening, communication skills and empathy
- the ability to work confidently on own initiative and know when to seek help and support
- willingness to attend scheduled training days, AUKWSBH/Switchboard volunteer induction and any other training deemed essential to the role as identified



- commitment of at least one client and their visiting requirements is required for this role
- Willingness to undergo a DBS check

### **How will we support you**

You will be given both a volunteer induction and role training to carry out your role effectively and be able to enjoy doing so with confidence delivered by AUKWSBH and Brighton & Hove LGBT Switchboard.

### **What will you get out of volunteering for Age UK West Sussex, Brighton & Hove and Brighton & Hove LGBT Switchboard**

The opportunity to be involved with projects where your own ideas and input will be valued.

The chance to make a contribution to Age UK West Sussex, Brighton & Hove and Brighton & Hove LGBT Switchboard's work.

Access to organisational resources

Free Training

Travel Expenses

Professional Reference provided

### **THE ORGANISATION'S EXPECTATIONS OF THE VOLUNTEER**

- To understand and promote the organisations' policies and abide by their guidelines
- To be responsible, reliable and safety conscious
- To work within the service parameters
- To be open and honest about any work issues or problems
- Have a genuine interest in the needs of older people and promoting LGBTQ+ awareness
- To attend team meetings when needed
- To take initiative in encouraging suggestions, ideas and changes for the improvement of the service
- To keep informed of other functions and activities at Age UK West Sussex, Brighton & Hove and Brighton & Hove LGBT Switchboard.



- To work professionally with fellow volunteers and members of staff in other organisations

Participate in training, supervision and support sessions as required

**Volunteer Agreement**

I have read and understood the above Role Description & checked my insurance details and would like to become a volunteer for this service.

Signature.....

Date.....