

Volunteering  
with **LGBT**  
foundation

Village Angels Volunteer

# VOLUNTEER ROLE DESCRIPTION

## VILLAGE ANGELS VOLUNTEER



<p><b>Project Overview</b></p>	<p>The Village Angels are a team of volunteers who have been providing support and assistance to people in need in the Village since 2011. Every Friday and Saturday night, the volunteers patrol the Village from 9pm to 3am, wearing the hot pink uniforms for which they are renowned.</p> <p>The support provided by the Village Angels is incredibly diverse in its nature. At times, the Village Angels will act as a mobile tourist information bureau, offering directions and information to people who have come out to enjoy the LGBT space. The Angels will also respond to serious incidents. These range from helping people to report crimes to responding to mental health crises and helping people who are alone and vulnerable to get home safely. The Village Angels will often be the first people on the scene when serious medical incidents occur in the Village, and will provide basic first aid and manage the incident until paramedics arrive.</p>
<p><b>Role Overview</b></p>	<p>The main focus of the 'Village Angels' project is to be a positive presence in the Village, providing support, services and resources to those that need them. Our interactions are varied! Some examples of the stuff we do includes: giving out information on venues around the Village, offering basic advice on alcohol, supporting someone to report a hate crime or incident and helping someone get home. The role of a Village Angel is incredibly varied. We require volunteers that are outgoing, positive, empathetic and must be able to be flexible and productive in a changeable and sometimes challenging environment. Team work is at the centre of the 'Village Angels', you will need to take instructions from the team lead and show willingness to help out with your team mates.</p>
<p><b>Key Activities</b></p>	<ul style="list-style-type: none"> <li>• To attend Village Angels shifts and support the 'Angels' team in delivery of the programme. (We are looking for a <b>minimum commitment of one 'Angels' shift per month</b> but try to flexible with regards to this).</li> </ul>

	<ul style="list-style-type: none"> <li>• To be a friendly, welcoming presence in the Village and be aware that you are a highly visible ambassador for LGBT Foundation at all times.</li> <li>• To provide information and support to service users whilst out on shift as an 'Angel'.</li> <li>• To have a good understanding of local services (particularly those delivered by LGBT Foundation).</li> <li>• To be able to engage in brief interventions with service users around a variety of issues – Eg; mental health, sexual health, substance abuse.</li> <li>• To work effectively as part of the team whilst on shift and remain focussed on maintaining your personal safety as well as the safety of the whole team.</li> <li>• To attend bi monthly support &amp; development meetings (day and time tbc), no attendance may result in you being asked to leave the role.</li> <li>• To notify LGBT Foundation in as much time as possible if unable to attend/maintain your commitment to the 'Village Angels'.</li> <li>• To be able to take instructions and guidance from team leaders, especially during a challenging time.</li> </ul>
<b>Transferrable Skills</b>	<p>Volunteering in this role could help you develop the following skills and gain experience of:</p> <ul style="list-style-type: none"> <li>• Team work skills</li> <li>• Confidence building activity</li> <li>• Speaking to members of the public</li> <li>• Talking about sensitive subjects</li> <li>• Skills in providing help and support</li> <li>• Training opportunities</li> </ul>
<b>About Us</b>	<p>Established in 1975, LGBT Foundation exists to support the needs of the diverse range of people who identify as lesbian, gay, bisexual and trans. We believe in a fair and equal society where all LGBT people can achieve their full potential. #EqualityWins underpins much of what we do and we aim to be; 'here if you need us.'</p> <p>Each year, we serve over 40,000 people, achieving an average 98% satisfaction rating, as well as providing information to over 200,000 individuals online. As a result, we serve more LGBT people than any other charity of our kind in the UK. Throughout all of our work, we</p>

	<p>support LGBT people to increase their skills, knowledge and self-confidence to improve and maintain their health and wellbeing. We also work in partnership with others to build strong, cohesive and influential LGBT communities.</p> <p>You would be joining our organisation at a really exciting time. You'll be joining the Community Safety team as we've a number of brilliant initiatives coming up. We are partnering with Smirnoff to make UK nightlife safer for LGBTQ people:  <a href="https://www.marketingweek.com/2017/11/27/smirnoff-spark-societal-change/">https://www.marketingweek.com/2017/11/27/smirnoff-spark-societal-change/</a>. Our partnership, including promotional video, has the potential to reach in excess of 50 million people. Elsewhere in the organisation, PayPal have selected us to be one of their eight charities as they launch PayPal Giving. As part of this they've commissioned Aardman Animations of Chicken Run and Wallace &amp; Gromit fame to make an animated "turkey dash" donation drive, to be broadcast on Channel 4 at prime-time over Christmas. <a href="https://turkeydash.co.uk">https://turkeydash.co.uk</a></p> <p>A long-list of all of our amazing initiatives can be found here:  <a href="http://lgbt.foundation/how-we-can-help-you">http://lgbt.foundation/how-we-can-help-you</a></p>
<b>Work Area</b>	Community Support Outreach
<b>Time Commitment</b>	We are looking for a minimum commitment of one 'Angels' shift per month but try to flexible with regards to this. Friday's are currently our area of highest need.
<b>Location</b>	We meet at our office in 5 Richmond Street, Manchester, M1 3HF. We then go out into the village, taking regular breaks back in the office
<b>Skills/Experience Required</b>	<ul style="list-style-type: none"> <li>• Be confident when approaching and talking to new people.</li> <li>• Able to think on your feet and good at problem solving.</li> <li>• Able to communicate effectively with a wide range of people about a wide range of topics.</li> <li>• Ability to know your strengths and weaknesses in a team so you can work most effectively in a team.</li> <li>• Able to be proactive and not reactive</li> <li>• Willingness to take instructions in a pressured environment</li> <li>• Ability to talk to people who may be challenging or rude</li> <li>• An ability to remain calm in stressful and challenging situations.</li> <li>• An awareness of what personal safety means; be able to demonstrate this and advocate this to community members.</li> <li>• Be professional, calm and understanding when engaging with individuals that may be under the influence of drugs or alcohol.</li> <li>• Be able to locate information for service users from the range of information available.</li> </ul>

	<ul style="list-style-type: none"> <li>• A commitment to equal opportunities and diversity</li> <li>• Willingness to engage with emergency services.</li> </ul>
<b>Training Required</b>	<ul style="list-style-type: none"> <li>• Induction to LGBT Foundation</li> <li>• Village Angels basic training</li> <li>• Attendance at bimonthly meetings</li> </ul>
<b>DBS Required</b>	Yes
<b>Supervision Arrangement</b>	Supervision on shift is given by Shift Leads. Regular supervision and check-ins is given by Community Safety team at LGBT Foundation.
<b>Further Information</b>	<p>Travel expenses are reimbursed in accordance with our Volunteer Expenses policy. Taxi's home are provided</p> <p>For further information on the role or with any additional questions, email: <a href="mailto:james.huyton@lgbt.foundation">james.huyton@lgbt.foundation</a></p>