

Volunteering with **LGBT** foundation



Village Haven Volunteer

VOLUNTEER ROLE DESCRIPTION

VILLAGE HAVEN VOLUNTEER



<p>Project Overview</p>	<p>The Village Haven is a night time safe haven, which operates from 11pm to 5am every Friday and Saturday night in the Gay Village in Manchester. Located in the Beacon at 45 Bloom Street, the Village Haven is a safe space for people who are unable to keep themselves safe to be supported to get home without coming to harm</p> <p>This includes people who are vulnerable as a result of alcohol or drug consumption, or people who are highly distressed. This also includes people who may need to charge their phones to get home safely, or who have lost their belongings, and need to contact someone. Within the Village Haven, the volunteer team will work with individuals to assist them in whatever way they require to ensure that they get home safely.</p> <p>The Village Haven is a partnership project between LGBT Foundation, Serenity Security, and Barnabus (who have kindly allowed us to use the Beacon for the service).</p>
<p>Role Overview</p>	<p>Shift leads and volunteers will provide individual support to vulnerable adults in the Haven. Service users will be adults who have become vulnerable within the night time economy, and require assistance to be able to travel home safely. Village Haven volunteers will provide individual assistance to volunteers, and where relevant, engage with third party services to ensure the service user is supported to move to a place of safety.</p>
<p>Key Activities</p>	<ul style="list-style-type: none"> • To attend Village Haven shifts and support the Haven team in delivery of the programme. (We require a minimum commitment of one Haven shift per month) • 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. • To support vulnerable adults in the Village Haven • To have a good understanding of local services (particularly those delivered by LGBT Foundation).

	<ul style="list-style-type: none"> • To be able to engage in brief interventions with service users around a variety of issues – Eg; mental health, sexual health, substance abuse • To work effectively as part of the team whilst on shift • To work with vulnerable people to help them to get home safely • To attend bi monthly support & development meetings • To notify LGBT Foundation in as much time as possible if unable to attend/maintain your commitment to the Village Haven
Transferrable Skills	<p>Volunteering in this role could help you develop the following skills, and gain experience of:</p> <ul style="list-style-type: none"> • Team work skills • Confidence building activity • Speaking to members of the public • Talking about sensitive subjects • Skills in providing help and support • Skills in responding quickly and efficiently to stressful situations
About Us	<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 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: https://www.marketingweek.com/2017/11/27/smirnoff-spark-societal-change/. 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</p>

	<p>Aardman Animations of Chicken Run and Wallace & Gromit fame to make an animated “turkey dash” donation drive, to be broadcast on Channel 4 at prime-time over Christmas. https://turkeydash.co.uk</p> <p>A long-list of all of our amazing initiatives can be found here: http://lgbt.foundation/how-we-can-help-you</p>
Work Area	Community Safety, Outreach
Time Commitment	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. Village Haven Volunteers will work from 11:30pm until 5:30am on either a Friday or Saturday night shift.
Location	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
Skills/Experience Required	<ul style="list-style-type: none"> • Be confident when approaching and talking to new people. • Able to think on your feet and good at problem solving. • Ability to know your strengths and weaknesses in a team so you can work most effectively in a team. • Able to be proactive and not reactive • Willingness to take instructions in a pressured environment • Ability to talk to people who may be challenging or rude • Trustworthy and honest. • An ability to remain calm in stressful and challenging situations. • An awareness of what personal safety means; be able to demonstrate this and advocate this to community members. • Be professional, calm and understanding when engaging with individuals that may be under the influence of drugs or alcohol. • A good understanding of the diverse lesbian, gay and bisexual and transgender communities. • Be confident and comfortable in discussing personal matters with service users. • Be able to locate information for service users from the range of information available. • Willingness to engage with emergency services.
Training Required	<ul style="list-style-type: none"> • Induction to LGBT Foundation • Village Haven basic training • Attendance at bimonthly meetings
DBS Required	Yes
Supervision Arrangement	Supervision on shift is given by Shift Leads. Regular supervision and check-ins is given by Community Safety team at LGBT Foundation.
Further Information	Travel expenses are reimbursed in accordance with our Volunteer Expenses policy. Taxi’s home are provided.

	For further information on the role or with any additional questions, email: james.huyton@lgbt.foundation
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