



## **JOB DESCRIPTION Helpline Volunteer**

# **Broken Rainbow**

**SERVICE:** Broken Rainbow UK LGBT HELPLINE

### **JOB DESCRIPTION**

<b>Title:</b>	Experienced Helpline Volunteer
<b>Accountable To:</b>	Helpline operations Co-ordinator / Manager
<b>Location:</b>	London SE16 (relocation within London possible)
<b>Salary:</b>	Volunteer
<b>Hours</b>	3 hours per week (one session) minimum Plus other hours on ad hoc basis.  Currently we are looking to increase cover on: Monday and Thursday 2pm – 5pm. Wednesday 10am – 1pm

### **GENERAL PURPOSE OF JOB:**

To provide high quality, comprehensive helpline support to callers with regard to LGBT related Domestic Violence.

### **The Post**

The postholder will join a team of LGBT volunteers & sessionals on a rota basis to answer calls on our national LGBT DV Helpline from LGBT people experiencing domestic violence.

Key tasks are to provide a high quality service which includes active listening, non judgemental support, risk assessment, and safety planning advice to callers experiencing domestic violence.

### **Main Duties and Responsibilities.**

1. To provide helpline support in line with Broken Rainbow UK's LGBT National Domestic Violence Helpline service.
2. To assess risk and give appropriate safety planning advice.
3. To signpost callers to relevant agencies.

[www.broken-rainbow.org.uk](http://www.broken-rainbow.org.uk)

**LGBT National Domestic Violence Helpline 0300 999 5428**  
**A service for lesbian, gay, bisexual and transgender people**  
**experiencing domestic violence**

Broken Rainbow Charity Number 1103624. Limited Company Number 5009850  
Broken Rainbow is funded by the Home Office

4. To work closely with Broken Rainbow volunteers and staff.
5. To collect monitoring data, and recording all calls / enquiries as required.
6. To attend supervision and debriefing sessions, and other meetings as required.
7. To participate in ongoing training.
8. To adhere to all Broken Rainbow and Helpline policies and procedures.
9. To maintain confidentiality at all times.
10. To operate within the organisational diversity and codes of conduct.
11. Carry out any other duties as requested in relation to the effective development of the Helpline service and policies.

### Person Specification: Sessional Helpline Volunteer

	Essential	Desirable
<b>Training and Qualifications</b>	<ul style="list-style-type: none"> <li>• Evidence of training related to helpline work.</li> </ul>	<ul style="list-style-type: none"> <li>• LGBT/Diversity training</li> <li>• Professional Helpline Training</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Has worked in a professional capacity on a helpline</li> <li>• Has worked as part of a team.</li> </ul>	<ul style="list-style-type: none"> <li>• Has worked in the field of Domestic Violence</li> <li>• Has worked in LGBT setting.</li> <li>• Paid or unpaid work in the voluntary sector.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• A good understanding of LGBT issues relating to domestic violence.</li> <li>• Understanding of generic domestic violence issues and services</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding or rights and services for LGBT in relation to domestic violence</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent telephone and verbal communication skills.</li> <li>• IT skills including use of internet to locate resources</li> <li>• Ability to record monitoring data and provide effective emotional / listening support</li> </ul>	<ul style="list-style-type: none"> <li>• IT skills including Word</li> <li>• Demonstrate initiative</li> <li>• Ability to handle sensitive and emotionally difficult confidential calls</li> </ul>
<b>Personal</b>	<ul style="list-style-type: none"> <li>• A non judgemental and empathic approach.</li> <li>• Positive identity as an LGBT person.</li> <li>• Excellent level of self awareness and personal development.</li> <li>• Punctuality and excellent time keeping</li> </ul>	<ul style="list-style-type: none"> <li>• Passion and commitment to increase awareness of LGBT DV</li> <li>• Positive &amp; flexible approach to working on a national LGBT DV Helpline</li> </ul>

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