**Information Service Volunteer**

Do you imagine yourself Volunteering for a leading human rights charity? If this is you, then apply to join us as an Information Service Volunteer at Stonewall.

Stonewall is a human rights charity. We stand for lesbian, gay, bi, trans, queer, questioning and ace (LGBTQ+) people everywhere. We imagine a world where all LGBTQ+ people are free to be themselves and we can live our lives to the full.

Over the last 30 years, we have helped create transformative change in the lives of LGBTQ+ people in the UK. Our campaigns drive positive change in public attitudes and public policy. We ensure LGBTQ+ people can thrive throughout our lives by building deep, sustained change programmes with the institutions that have the biggest impact on us, whether we’re learning, working, praying, or playing sport.

Our people make up a vibrant, dynamic community. Lots our staff have a personal investment in the work we do, and we come from a wide range of backgrounds. We’re proud of this diversity, and of our support for one another – in our teams, our network groups, and our friendships.

**The role**

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| Volunteer role title | Information Service Volunteer |
| Volunteer role purpose | Stonewall’s Information Service answers questions from the public on issues affecting LGBTQ+ people – from LGBTQ+ people themselves, their family, friends, teachers, employers and allies.  We respond to over 5,500 queries a year on a wide variety of topics including coming out, partnership rights, parenting issues, discrimination, hate crime and immigration.  The service signposts people to organisations who can provide advice or more specific support to help them further. We don’t offer advice or provide counselling services.  Volunteers form a key part in the delivery of this service by responding to queries by email.  **Closing Date for applications is 3rd April 2024.** |
| Where | Remotely - home based |
| When | During office hours, Monday to Friday. Each day is split into 2 shifts – AM and PM. |
| Spaces currently available on the Rota | **Spaces are available for Wednesday, Thursday, and Friday.** |
| Suggested commitment | Minimum of 1 shift per week for a minimum of 1 year. |
| Details of the role | Drafting email responses utilizing the database (called the Info Service Directory) to find the appropriate signposting information to queries from the public. |
| Qualifications and skills | * Good written English language skills * Good computer skills * Ability to follow service guidelines and policies such as Safeguarding |
| Supervision and training | All volunteers attend a compulsory 1-day training course which includes an induction and a session around Safeguarding. This prepares you for this role. There is then a period of shadowing.  The Information Manager or Information service Co-Ordinator will team up with you for your first shift, answer any questions and be your buddy.  Ongoing support and supervision are provided by the Information Manager and Information Volunteer Co-Ordinator |

*This volunteer role aims to give guidance on the tasks, skills and commitment which will enable a volunteer to get the most from this opportunity. It is not intended as a legally binding contract, and this is no intention to develop an employment relationship.*