

Volunteer role title	Information Service Volunteer
Volunteer role purpose	<p>Stonewall's Information Service answers questions from the public on any issue affecting LGBT people – from LGBT people themselves, their family, friends, teachers, employers and allies.</p> <p>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.</p> <p>The service directs people to Stonewall's own resources and signposts to other organisation who can provide advice or more specific support to help them further. We don't give advice or provide counselling services.</p> <p>Volunteers form a key part in the delivery of this service by responding to queries by phone or email.</p>
Where	Stonewall Office – Farringdon, London
When	During office hours, Monday to Friday. Each day is split into 2 shifts; 9.30am-1pm and 1pm-4.30pm.
Suggested commitment	Minimum of 1 shift per week or fortnight for at least 6 months.
Suggested activities	<ul style="list-style-type: none"> • Responding to queries over the phone • Drafting email responses to queries • Drafting responses to queries via letter • Undertaking research where appropriate • Logging all queries dealt with on our CMS system • Requesting client to complete customer survey after call • Attending information evenings to deepen knowledge of LGBT area and Stonewall team
Qualifications and skills	<ul style="list-style-type: none"> • Good spoken English language skills • Good written English language skills • Good computer skills • Good telephone communication skills • Ability to follow service guidelines and policies for dealing with calls
Supervision and training	<p>All volunteers attend a compulsory 1-day training course which prepares you for this role. This is then followed by shadowing an experience volunteer during first shifts. Ongoing support and supervision are provided by the Information Manager and Information Officer.</p> <p>The next training day is 13th March 2019 9.30am-4.30pm. All new volunteers must be able to attend this training.</p>

Reimbursement of expenses	Stonewall will cover reasonable travel expenses.
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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.