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Web: www.mermaidsuk.org.uk
Charity Number 1160575

Mermaids Volunteer Application

Volunteers form an integral, valued part of the team here at Mermaids and so we ask that before completing this application form you please consider carefully the amount of time that you can commit to a volunteer role. If you wish to volunteer on the helpline then please be aware that this is done via a virtual helpline, accessed on your laptop/PC, and so can be done from home or somewhere else suitable as long as you have access to a private phone line. We ask that all helpline volunteers commit a minimum of one three hour session each week and a maximum of three x three hour sessions a week. If you want to volunteer at a residential weekend or day event then remember that this will be very hands on with each person joining a team either in the kitchen, cleaning, hospitality or children's activities. So we do ask you to consider carefully what you are able to bring to the role as well as all that you will benefit from volunteer work. We look forward to receiving your completed application form.

Application Date _____
Volunteer Position Sought _____
Name _____
Home Address _____
_____ Post Code _____
Work Phone _____ Home Phone/Mobile _____
Email _____

If you are a member of Mermaids how long have you been a member? _____

EDUCATION

Highest Level of Education _____

EMPLOYMENT

Current Employer, if applicable: _____

Position/Title _____

Dates of Employment (starting, ending) _____

Address _____

Would you like us to keep your employer abreast of your volunteer service and achievement? No Yes

SKILLS & EXPERIENCE

Special training, skills, hobbies _____

Groups, clubs, organizational memberships

Please describe your prior volunteer experience (include organization names and dates of service)

What experiences, if any, have you had that may prepare you to work as a volunteer in the field of gender dysphoria in children and young people?

Why do you want to volunteer?

Have you ever been convicted of a crime? [If yes, please explain the nature of the crime and the date of the conviction and disposition.] Conviction of a crime is not an automatic disqualification for volunteer work.

An enhanced DBS check will be required for this role, and training will be given to provide the necessary safeguarding skills and knowledge needed.

REFERENCES

Please list two people who know you well and can attest to your character, skills, and dependability. Include your current or last employer. If you are unable to use an employer for any reason, such as still being at college/university we will need at least one professional reference so a previous teacher or lecturer, Scout leader or other organization leader etc.

Name/Organization	Relationship to you	Length of relationship	Phone number and email

Please read the following carefully before signing this application:

I understand that this is an application for and not a commitment or promise of volunteer opportunity. I certify that I have and will provide information throughout the selection process, including on this application for a volunteer position and in interviews with Mermaids that is true, correct and complete to the best of my knowledge. I certify that I have and will answer all questions to the best of my ability and that I have not and will not withhold any information that would unfavorably affect my application for a volunteer position. I understand that information contained on my application will be verified by Mermaids. I understand that misrepresentations or omissions may be cause for my immediate rejection as an applicant for a volunteer position with Mermaids or my termination as a volunteer.

Signature _____ Date _____

Whenever possible please return the completed application form via email to:
volunteer@mermaidsuk.org.uk

If you need this application in large print please contact
volunteer@mermaidsuk.org.uk and we will email a copy to you.



Bearing in mind that training will be provided before any volunteer takes up a post please take into account the following.

- All volunteers need to be committed to supporting children and young people with gender identity issues as well as their siblings and other family member.
- All volunteers need to be committed to their role within an equal opportunities framework and be able to carry out all responsibilities and activities within that framework and to promote equal opportunities within all aspects of the role.
- Have a good understanding of Mermaid's Safeguarding Children, Young Peoples and Vulnerable Adults Policy and the use this as a minimum standard for all work carried out on behalf of the Charity. All volunteers complete safeguarding training before starting in their role.
- Acquire an understanding of Confidentiality and Data Protection via training with Mermaids.
- Have an understanding of health and safety issues, or are willing to learn.
- Being part of a team is essential but you also need to be able to use your own initiative as needed
- Participate in team planning and de-briefing sessions when needed.
- Complete where necessary basic record keeping.
- Be conscious of safety at all times, and to follow Mermaid's Health and Safety policy.
- Keep records of any accident or incident.
- Adhere to all agreed Mermaids policies and procedures.
- Maintain a supportive role with the designated supervisor, team leader and other volunteers.

Role	Role description
Helpline operator	Answer calls into the helpline. Give support and information regarding our services, and signpost to most relevant avenues for support (including the parents and teens forums) plus send information, fact sheets and links to online resources. Update the call log spreadsheet with any calls and their content and any emails sent, plus record and report any safeguarding concerns to the safeguarding team if needed.
Email service adviser	Answer emails into the info email address. Give support and information regarding our services, and signpost to most relevant avenues for support (including the parents and teens forums) plus send information, fact sheets and links to online resources. Update the call log spreadsheet with any calls and their content and any emails sent, plus record and report any safeguarding concerns to the safeguarding team if needed.
Representation of Mermaids at events	Attend events across the UK for Mermaids, such as Pride events, manning a stall, distributing marketing materials and selling merchandise if applicable.
Residential weekend planning	Assist trustees/staff with event planning for Mermaids weekends across the country. This will involve answering the residential emails for expressions of interest, adding information into the spreadsheet detailing attendees, arranging transport for those that need it, plus sending out information to attendees and tracking catering needs.
Residential weekend support	Attending residential weekends to assist with group activities, organize children and young people, facilitate speakers and provide support for families when first attending as can be very overwhelming.
Peer mentoring	Willingness to be registered as local support for new Mermaids members. This will entail being available to meet new members within an agreed radius to give support and friendship on initial entry into the forums to reduce anxiety and loneliness.
Parents forum moderation and approval	Track applications and answers to questions, check emails and names of applicants for any possible security risks, call new members following receipt of answers to questions and deal with enquiries and provide support and information during and after the calls. Log all calls and emails sent, and approve members. Check posts sent to the group, and moderate any inappropriate posts, reporting to the safeguarding team with any concerns.
Teens forum moderation and approval	Track applications and answers to questions, check emails and names of applicants for any possible security risks, call new members following receipt of answers to questions and deal with enquiries and provide support and information during and after the calls. Log all calls and emails sent, and approve members. Check posts sent to the group, and moderate any inappropriate posts, reporting to the safeguarding team with any concerns.
Website management	Updating website with latest content as instructed by the CEO