



Job Title: Helpline & Email Service Volunteer

Accountable to: Helpline Service Manager

Location: Home Based

Salary: This is an unpaid role. Reimbursement of out-of-pocket expenses

Hours per week: Flexible

Our Volunteers are changing lives every day and developing valuable skills and experience along the way

Volunteers are vitally important to Mermaids and the work we are doing, we value their dedication and commitment to helping children, young people, and their families by making a difference in their lives. You don't have to be an expert in gender diversity to volunteer with us, just compassionate, empathic, and can support someone via phone, webchat, and email.

We operate Monday to Friday from 09:00 – 21:00

We also work with a range of partners across the county to reduce the stigma faced by those affected by gender dysphoria and to improve support and services available. We attend events; deliver talks and workshops as well as training to schools and various professional organisations.

As a Helpline Volunteer you will:

- Volunteer alongside paid staff on the helpline during the hours of 09:00 – 21:00
- Answer calls and provide emotional support, active listening, as well as signposting as needed
- Record all contact made by service users for statistical and quality monitoring purposes;
- Understand and follow relevant policy and procedure within the organisation;
- Participate in regular supervision
- Have the opportunity to attend events, support the delivery of workshops, and engage in promotion and networking for Mermaids

What experience and skills do you need to be a Helpline Volunteer?

- A desire to want to support gender-diverse children and young people as well as their families.
- Ability to listen supportively without giving advice;
- Empathy for others, a non-judgmental approach to working, and an understanding of the uniqueness of everyone's situation;
- Willingness to be honest about own feelings and engage in supportive supervision;
- The ability to communicate with people who are in distress or times of crisis;
- A calm attitude/approach with people in distress;
- Resilience and understanding of looking after your wellbeing;
- Ability to follow and implement professional boundaries;
- Able to commit to our policies and procedures.



Why become a Helpline Volunteer?

- Change people's lives
- Do something meaningful by helping others
- Build confidence and self-esteem
- A chance to develop your emotional support skills whilst making a difference to those living with gender dysphoria
- Develop new listening and communication skills you can use in all aspects of your life
- Useful experience for your CV and personal development

Training and support you will receive to be successful in the role:

- Induction and regular guidance and support
- Safeguarding Children & Young People
- Full training and ongoing support relevant to the role is provided
- It skills

Times and commitment:

At Mermaids, we understand that many volunteers give their time around family commitments so we are flexible in our approach. The helpline is open from 09:00 – 21:00 Monday to Friday and we ask that each volunteer can commit to at least one three-hour session a week. Your supervisor will ask you what hours you can do each four weeks and include you on the rota based around that.

To start making a difference email volunteer@mermaidsuk.org.uk

All volunteers will be subject to an Enhanced Disclosure & Barring Service check -having a criminal record will not necessarily bar people from volunteering with Mermaids UK