



## Volunteering with Mermaids

Mermaids UK is the only UK-wide charity working to support transgender or gender non-conforming children, young people, and their families. Our goal is to create a world where gender-diverse children and young people can be themselves and thrive. Mermaids promotes education and awareness, and offers information, support, friendship, and shared experiences to those in need.

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. Our Volunteers are making a difference and changing lives every day and developing valuable skills and experience along the way. You do not need to be an expert in gender to volunteer with us, just compassionate, empathetic and supportive.

<b>Volunteer Role:</b>	<p><b>Helpline Services</b> - The helpline and web chat service offers emotional support, a gateway to the parents and teens forums, information about current legislation and protections under the law, signposting to the training department, as well as resources</p> <p>Choose to volunteer on the phone, webchat or both!</p> <p><b>Volunteers need to be at least 18 years old and not have been a member of the Mermaids youth forum for at least 12 months.</b></p>
<b>Supported by:</b>	Helpline Service Manager, Helpline Supervisors and Volunteer Manager
<b>Location:</b>	Home based - a quiet, private space is needed. You need access to a laptop or PC and the internet.
<b>Time Commitment:</b>	The helpline is open from 13:00 – 20:30 Monday to Friday. We ask that each volunteer commit to at least one three-hour session a week, also allowing time for a short brief and de-brief before and after sessions. You will be asked in advance what sessions you can do for the following month and be included on the rota based around that. Please note that initial helpline training is approx. two days, usually held on Saturdays and during weekday evenings.

## Main tasks:

- Volunteer alongside staff on the helpline during the helpline opening hours
- Answer calls and/or web chats and provide emotional support, active listening, as well as signposting as needed
- Record all contact made by service users on our database, for statistical and quality monitoring purposes
- Understand and follow Mermaids policies and procedures including safeguarding, confidentiality, data protection and health and safety
- Participate in regular supervision and ongoing training

## What experience and skills do you need?

- A desire to support gender-diverse children, young people and their families
- Be reliable and punctual
- Ability to listen supportively without giving advice
- Empathy for others, a non judgmental approach to working, and understanding of the uniqueness of everyone's situation.
- The ability to communicate with people who are in distress or times of crisis and have a calm attitude/approach
- Resilience and understanding of looking after your wellbeing and willing to be honest about your feelings and engage in supportive supervision
- Ability to follow and implement professional boundaries and commit to our policies and procedures
- A commitment to support the work of Mermaids presenting us in a positive way

## Why volunteer with us?

- Make a difference to gender-diverse children and young people as well as supporting their families
- Do something meaningful by helping others
- Build your confidence and self-esteem
- Gain experience for your CV and personal development
- Develop emotional support, listening and communication skills

## Mermaids will provide:

- An induction when you start

Mermaids | [Mermaidsuk.org.uk](https://mermaidsuk.org.uk)

Volunteering enquiries: [volunteerrecruitment@mermaidsuk.org.uk](mailto:volunteerrecruitment@mermaidsuk.org.uk)

Registered Charity Number: 1160575

Document reviewed: 07/08/2024 by Sarah Cooper, Volunteer Manager

- Training for your role
- An Enhanced Disclosure and Barring Service (criminal records) check
- Ongoing regular guidance/supervision
- A supportive volunteering team and community

This is a voluntary position that supports the work of our services and is not replacing the work of a paid member of staff. The role description does not form part of any contract of employment.

### How to apply

We actively support and encourage people from a variety of backgrounds and experiences to join us and shape what we do. If you would like to apply, please complete an [application form](#).

Mermaids | [Mermaidsuk.org.uk](https://mermaidsuk.org.uk)

Volunteering enquiries: [volunteerrecruitment@mermaidsuk.org.uk](mailto:volunteerrecruitment@mermaidsuk.org.uk)

Registered Charity Number: 1160575

Document reviewed: 07/08/2024 by Sarah Cooper, Volunteer Manager