

Volunteer role description

Listen and support volunteer

This role description is here to give you all the key details about the role. It's designed to help you understand your own role or someone else's.

What is this role?

As a listen and support volunteer, you'll provide a listening ear and emotional support to volunteers during a safeguarding, complaints, or compliance case. This can be when a concern has been raised about a volunteer and is being managed by HQ. Alternately the volunteer you are supporting could be the person who has raised the concern or complaint. It can often mean that the volunteer is under a formal process such as an internal investigation, or a safeguarding risk assessment.

As a listen and support volunteer you will not be involved with the concern or the case process. You're there to listen and support.

You'll also be another person in Girlguiding they can talk to, as you're not involved in the case process they're going through. This will help them still feel connected to Girlguiding.

This role is suited to someone who has been active as a Girlguiding volunteer for at least a year, who'd like to support other volunteers and has great people skills.

Role responsibilities

- Liaise with your country or region team when there's a volunteer needing support.
- Agree with the volunteer when and how you'll be in contact with them. This will vary from case to case, but is likely to be up to 2 hours per week.
- Be a good listener and a sympathetic ear for the volunteer.
- Go to meetings with the volunteer when needed (this may be virtually) and then be available after meetings for support. You are not there to give advice or speak on their behalf.
- Keep discussions with the volunteer confidential unless it's a safeguarding concern that needs to be reported.

Training and support

- You'll be supported by and given a main point of contact within your country or region team. This will be according to your country or region's ways of working.

- You'll receive a welcome guide and role guidance document to get you ready to start supporting other volunteers.
- You'll be supported with setting up a role-specific email address.
- Girlguiding will reimburse agreed expenses (agreed with your main point of contact as these differ across Girlguiding).

What skills and experience would be useful?

- ✓ To have been an active Girlguiding volunteer for at least a year.
- ✓ Excellent communication skills with a focus on listening to fully support volunteers appropriately and communicate well with the country or region team.
- ✓ The ability to deal with sensitive and confidential information in line with Girlguiding's managing information procedures.
- ✓ Resilience – to enable you to be a listening ear and provide emotional support.
- ✓ The ability to maintain appropriate boundaries with the volunteers you're supporting.
- ✓ Willing to complete suggested Girlguiding elearnings.
- ✓ Experience of providing support to others.

Requirements

Requirement	Details
Criminal record disclosure check	No
Training	Safer guiding
Attends meetings	No
Women only	Yes
Minimum age	18

Key information

Role info	Details
Section	Adult leader / volunteer

Level type	Country / region
Main point of contact	Country/region safeguarding lead, complaints and compliance Lead or country/region manager
Maximum length of role (and extension where applicable)	5 years (2 year extension period)
Counts to long service	Yes
GO access (web role)	Member access

We're flexible, and volunteering can be arranged to fit around a busy lifestyle. Girlguiding is committed to making reasonable adjustments to support disabled volunteers, so they have access to the same opportunities and experiences as non-disabled volunteers.

Please note this is a volunteer role and doesn't form part of any contract of employment.