

Role:

First Contact Volunteer (Drop-in service)

Job Description:

The First Contact Volunteer(s) are responsible for the day to day activities within Four Unity. This drop-in service is open 5 days a week from 10am – 8pm and volunteers will work on a rota basis. Volunteers will be responsible for welcoming service users offering and serving refreshments. Giving advice, information and/or support to service users, this may include 1-2-1 support. Other basic duties include keeping stock rotated, keeping area(s) clean and safe and other tasks set out by the Community Relations Manager or Volunteer Lead.

Job Responsibilities:

1. follow daily check sheet
2. Answer phone
3. Collect Survey data “sign in”
4. Serve customers / Ensure customer service policy is adhered to at all times
5. 1-2-1 support and follow up
6. Support members attending Groups
7. Regular stocktakes
8. Stock rotation
9. Order low stock
10. Execute “Love is” programme and keep records up to date
11. Shop uptake and promotion
12. Keep rota up to date
13. Keep hub diary up to date

Role:

Group Support

Job Description:

Group Support Volunteers are responsible for facilitating their group. Groups are run by peers so therefore in order to facilitate a group you will need to be a member of that group. (for example a trans person will run the transgender group)

Group Support Volunteers will lead each group by welcoming members, setting group rules and enforcing them, promoting activities and involvement, liaising with special guests and following up afterwards, following up on members that have not been along for a while, giving advice, information and/or support to service users, this may include 1-2-1 support. Other basic duties include keeping area(s) clean and safe and other tasks set out by the Community Relations Manager or Volunteer Lead.

Job Responsibilities:

1. Facilitate groups
2. Welcome new members
3. Assist with matters arising
4. Book and execute activities
5. Follow up with letters etc
6. Promote groups and activities

Role:

Admin & Finance

Job Description:

Admin & Finance Volunteers are responsible for assisting with the day to day running of the charity. This includes keeping up to date with data input, surveys, email contacts, RA's, reports and records.

Finance assistance includes assisting to find, write and agree funding applications, planning budgets and ensuring services are within budgets monthly & planning and executing funding opportunities by liaising with other volunteer teams. Other basic duties include keeping area(s) clean and safe and other tasks set out by the Community Relations Manager or Volunteer Lead.

Job Responsibilities:

1. Input volunteer hours (monthly)
2. Input survey data (monthly)
3. Keep contacts/email up to date
4. Assist with writing presentations
5. Arrange quarterly team meetings and present
6. Complete risk assessments for all activities
7. Keep policies and procedures up to date
8. Keep training records up to date
9. Liaise with Web design and ensure info is up to date
10. Compile volunteer exit surveys
11. Assist in planning of budgets
12. Assist in writing funding applications
13. Plan and execute fundraising events with events team
14. Plan and execute fundraising promotions with social media team

Role:

Events & PR

Job Description:

The Events & PR volunteers are responsible for planning, executing and reporting on all events and PR opportunities. This includes attending Fresher Fayres and promoting Four Pillars services. Offering advice, guidance and sign posting when at events and the preparation and execution of one off & regular events such as GSHAW. (This does not include Grampian Pride). Other basic duties include keeping track of attendees, keeping area(s) clean and safe and other tasks set out by the Community Relations Manager or Volunteer Lead.

Job Responsibilities:

1. Compile yearly events calendar (maybe some cross over with PR)
2. Keep updated regularly
3. Plan events
4. Book venues, performers etc as needed
5. Write up event map
6. Liaise with others to prepare posters/advertise and execute
7. Execute event
8. Collect data "sign in"
9. Write and send thank you letters after events
10. Write up report following event

Role:

Awareness & Education

Job Description:

The Awareness & Education volunteers are responsible for raising awareness of LGBT+ issues & Four Pillars services by attending/organising training sessions for the public. This includes going into schools, colleges and other educational facilities, small and large companies and offering in-house training to individuals and other volunteers. Other basic duties include writing up reports and other tasks set out by the Community Relations Manager or Volunteer Lead.

Job Responsibilities:

1. Compile yearly awareness & education calendar (maybe some cross over with events)
2. Keep regularly updated
3. Plan and execute PR stalls
4. Plan and execute awareness/education presentations
5. Write up reports

Role:

Social Media & Advertising

Job Description:

Social media & advertising volunteers are responsible for keeping all media platforms up to date. Communication and engagement with followers and promotion of services. Volunteers need to be up to date with current online activities and work with the CRM to respond appropriately. Other basic duties include ordering and distributing posters, promotional items and/or event letters and other tasks set out by the Community Relations Manager or Volunteer Lead.

Job Responsibilities:

1. Advertise daily activities such as four unity/groups
2. Advertise special events such as Grampian Pride and others
3. Advertise announcements and partnership events
4. Advertise prominent data such as top news stories relevant to our work
5. Engage with the community: through surveys and/or fun activities online

Role:

Graphics & Web Design

Job Description:

The Graphic & Web Design volunteer(s) will be responsible for assisting with poster design, following branding guidance, building and maintaining the web site(s) and liaising with others to ensure information and links are up to date. Other basic tasks set out by the Community Relations Manager or Volunteer Lead.

Job Responsibilities:

1. Plan and design new posters for events/ service / activities
2. Follow brand guide at all times
3. Design and update new and existing web pages
4. Keep up to date with new activities by liaising with other volunteers
5. Ensure emails and links are active