

VOLUNTEER ROLE – Support & Engagement (Drop-in service)

LOCATION – Four Pillars, 33 Regent Quay, Aberdeen, AB11 5BE.

REPORTING TO – Support & Development Manager

EXPECTED HOURS – 4 Hours per month (minimum)
Shifts are Tuesday – Saturday 10:30 – 14:30 or 14:30 – 18:30

BENEFITS – Induction, training, experience in customer facing roles, 3rd party training opportunities, Incentives & volunteer engagements

JOB PURPOSE – The Support & Engagement Volunteers are responsible for the day-to-day activities within Four Unity. This drop-in service is open 5 days a week from 10am – 6pm and volunteers will work on a rota basis (you will pick your own shifts when you start). Volunteers will be responsible for welcoming service users, offering and serving refreshments, providing advice, information and/or support to service users, this may include 1-2-1 support (after additional training). Other basic duties include keeping stock rotated, keeping area(s) clean and safe and other tasks set out by the CEO or Support & Development Manager.

KEY 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. Regular stocktakes
7. Stock rotation
8. Implement “Love is” programme and keep records up to date
9. Shop upkeep and promotion

QUALIFICATIONS – No Qualification are needed for this role as full training will be given

SPECIAL INFORMATION – Strong outgoing personality is recommended for this role as you will be expected to approach and engage with service users

All volunteers are required to attend induction training before commencing duties. Induction training takes place on the 2nd Thursday of the month at 6pm in Four unity (33 Regent Quay) additional 365 training (setting up of your systems) will then take place 2 weeks later, same time and location.

VOLUNTEER ROLE – Group Support

LOCATION – Four Pillars, 33 Regent Quay, Aberdeen, AB11 5BE. Availability to attend sessions outwith the hub, i.e. cinema, bowling, snooker venues

REPORTING TO – Support & Development Manager

EXPECTED HOURS – 6 Hours per month minimum, depending on group activities. Candidate is asked to attend regular group session. This is usually twice a month (please see groups on our website for more info)

BENEFITS – Induction, training, experience in supportive roles, 3rd party training opportunities, Incentives & volunteer engagements

JOB PURPOSE – 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 serving refreshment, keeping area(s) clean and safe and other tasks set out by the CEO or Support & Development Manager.

KEY RESPONSIBILITIES

1. Facilitate groups
2. Welcome new members
3. Assist with matters arising
4. Book and carry out activities
5. Follow up with letters etc where needed
6. Promote groups and activities
7. Serve refreshments and assist with hub duties

QUALIFICATIONS – No Qualification are needed for this role as full training will be given.

Recommended: background in support roles or previous group facilitation

SPECIAL INFORMATION – PVG is required for this role, this will be provided to you for free. Strong outgoing personality is recommended for this role as you will be expected to approach and engage with service users

All volunteers are required to attend induction training before commencing duties. Induction training takes place on the 2nd Thursday of the month at 6pm in Four unity (33 Regent Quay) additional 365 training (setting up of your systems) will then take place 2 weeks later, same time and location.

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www.4pillarsuk.org

VOLUNTEER ROLE – Admin

LOCATION – Four Pillars, 33 Regent Quay, Aberdeen, AB11 5BE. Option to work remotely available.

REPORTING TO – Support & Development Manager

EXPECTED HOURS – 4 Hours per month (minimum)

BENEFITS – Induction, training, training in Microsoft systems, 3rd party training opportunities, Incentives & volunteer engagements

JOB PURPOSE – Admin Volunteers are responsible for assisting with the day-to-day admin of the charity. This includes keeping up to date with data input, surveys, email contacts, risk assessments, reports and records, overseeing mailing lists, distributing charity information to other organisations, internal newsletter

KEY RESPONSIBILITIES

1. Input volunteer hours (monthly)
2. Input survey data (monthly)
3. Update new volunteer Data
4. Keep contacts/email up to date
5. Keep training availability records up to date
6. Liaise with Web design and ensure info is up to date
7. Compile volunteer exit surveys
8. Write and send thank you letters after events as needed
9. Assist with risk assessments
10. General admin duties as requested by member of staff

QUALIFICATIONS – No Qualification are needed for this role as full training will be given

SPECIAL INFORMATION – Previous experience using Microsoft systems and general admin work recommended

All volunteers are required to attend induction training before commencing duties. Induction training takes place on the 2nd Thursday of the month at 6pm in Four unity (33 Regent Quay) additional 365 training (setting up of your systems) will then take place 2 weeks later, same time and location.

VOLUNTEER ROLE – Events & PR

LOCATION – Various venues

REPORTING TO – Support & Development Manager

EXPECTED HOURS – 4 Hours per month (minimum)

BENEFITS – Induction, training, experience in event planning, 3rd party training opportunities, Incentives & volunteer engagements

JOB PURPOSE – 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 CEO or Support & Development Manager.

KEY RESPONSIBILITIES

1. Compile yearly events calendar
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 implement event
7. Collect data “sign in”
8. Write up report following event

QUALIFICATIONS – No Qualification are needed for this role as full training will be given

SPECIAL INFORMATION – Strong outgoing personality is recommended for this role as you will be expected to approach and engage with service users

All volunteers are required to attend induction training before commencing duties. Induction training takes place on the 2nd Thursday of the month at 6pm in Four unity (33 Regent Quay) additional 365 training (setting up of your systems) will then take place 2 weeks later, same time and location.

VOLUNTEER ROLE – Training & Awareness

LOCATION – Various venues

REPORTING TO – Support & Development Manager

EXPECTED HOURS – 4 Hours per month (minimum)

BENEFITS – Induction, training, experience in presenting, 3rd party training opportunities, Incentives & volunteer engagements

JOB PURPOSE – Training & Awareness volunteers are responsible for raising awareness of LGBT+ issues & Four Pillars services by organising/delivering LGBT+ awareness 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. Collate feedback survey's and adapt modules as needed.

KEY RESPONSIBILITIES

1. Compile yearly awareness & education calendar
2. Keep regularly updated
3. Plan and perform awareness/education presentations
4. Write up reports after each session
5. Prepare and implement volunteer training
6. Assist with external training
7. Keep records up to date
8. Liaise with admin as needed

QUALIFICATIONS – No Qualification are needed for this role as full training will be given

SPECIAL INFORMATION – PVG is required for this role, this will be provided to you for free. Strong outgoing personality is recommended for this role as you will be expected to engage with clients

All volunteers are required to attend induction training before commencing duties. Induction training takes place on the 2nd Thursday of the month at 6pm in Four unity (33 Regent Quay) additional 365 training (setting up of your systems) will then take place 2 weeks later, same time and location.

VOLUNTEER ROLE – Social Media & Advertising

LOCATION – Four Pillars, 33 Regent Quay, Aberdeen, AB11 5BE. Option to work remotely available.

REPORTING TO – Support & Development Manager

EXPECTED HOURS – 4 Hours per month (minimum)

BENEFITS – Induction, training, experience in online engagements, 3rd party training opportunities, Incentives & volunteer engagements

JOB PURPOSE – 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 Support & Development Manager to respond appropriately. Other basic duties include ordering and distributing posters, promotional items and/or event letters and other tasks set out by the CEO or Support & Development Manager

KEY 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

QUALIFICATIONS – No Qualification are needed for this role as full training will be given

SPECIAL INFORMATION – Experience in social media platforms and engagement recommended

All volunteers are required to attend induction training before commencing duties. Induction training takes place on the 2nd Thursday of the month at 6pm in Four unity (33 Regent Quay) additional 365 training (setting up of your systems) will then take place 2 weeks later, same time and location.

VOLUNTEER ROLE – Web Design

LOCATION – Four Pillars, 33 Regent Quay, Aberdeen, AB11 5BE. Option to work remotely available.

REPORTING TO – Support & Development Manager

EXPECTED HOURS – 4 Hours per month (minimum)

BENEFITS – Induction, training, experience in web design, 3rd party training opportunities, Incentives & volunteer engagements

JOB PURPOSE – The Web Design volunteers will be required to follow charity 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 CEO or Support & Development Manager.

KEY RESPONSIBILITIES

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

QUALIFICATIONS – No Qualification are needed for this role as full training will be given

SPECIAL INFORMATION – Experience in basic web design or desire to learn (in educational course) preferred

All volunteers are required to attend induction training before commencing duties. Induction training takes place on the 2nd Thursday of the month at 6pm in Four unity (33 Regent Quay) additional 365 training (setting up of your systems) will then take place 2 weeks later, same time and location.

VOLUNTEER ROLE – Graphic Design

LOCATION – Four Pillars, 33 Regent Quay, Aberdeen, AB11 5BE. Option to work remotely available.

REPORTING TO – Support & Development Manager

EXPECTED HOURS – 4 Hours per month (minimum)

BENEFITS – Induction, training, experience in design, 3rd party training opportunities, Incentives & volunteer engagements

JOB PURPOSE – The Graphic Design volunteers are responsible for assisting with poster design, following branding guidance, liaising with others to ensure information is up to date. Other basic tasks set out by the CEO or Support & Development Manager.

KEY RESPONSIBILITIES

1. Plan and design new posters for events/ service / activities
2. Follow brand guide at all times
3. Liaise with volunteers as needed

QUALIFICATIONS – Graphic Design

SPECIAL INFORMATION – Experience in Graphic Design or desire to learn (in educational course) preferred

All volunteers are required to attend induction training before commencing duties. Induction training takes place on the 2nd Thursday of the month at 6pm in Four unity (33 Regent Quay) additional 365 training (setting up of your systems) will then take place 2 weeks later, same time and location.