

## Community Rainbow Neighbour



### Introduction:

This role is delivered in partnership with Age UK West Sussex, Brighton & Hove and Brighton & Hove LGBT Switchboard. This role was developed to meet the needs of LGBTQ+ people at risk of loneliness and isolation and/or encourage more intergenerational connections within the community.

Brighton & Hove LGBT Switchboard is by and for charity for LGBTQ people looking for a sense of community, support or information. We connect people and support them directly through specially developed Switchboard services or link them to other specialist organisations.

Set up in 1975 Brighton & Hove LGBT Switchboard has been listening to and informing lesbian, gay, bisexual, transgender and queer people in Brighton & Hove and beyond. Originally a helpline, we have developed additional services and now offer much more. Switchboard's Older People's Project supports LGBTQ+ people aged 50+ in and around the city. The Community Rainbow Neighbour Volunteer scheme will be in partnership with this specific project.

### What will you get out of volunteering:

The opportunity to be involved with projects where your own ideas and input will be valued. The chance to make a contribution to Age UK West Sussex, Brighton & Hove and Brighton & Hove LGBT Switchboard's work.

- Access to organisational resources
- Free Training
- Travel Expenses
- Professional Reference provided

### The service:

- Receive referrals and visit clients as arranged by the Brighton & Hove Coordinator
- Support clients in line with Brighton & Hove Coordinator's guidance
- Maintain logs of your interaction and submit via the online form after each visit



- Liaise closely with the Brighton & Hove Coordinator, seeking advice, guidance and support where required
- Carry out tasks according to AUKWSBH policies and standards, in particular on safeguarding, confidentiality, anti-discriminatory policies, lone working and health and safety.



### Role requirements:

No specific previous experience or qualifications is required as training and on-going support will be provided. Any potential volunteer **will have lived experience of belonging to the LGBTQ+ community** and need to be able to demonstrate:

- Excellent listening, communication skills and empathy
- The ability to work confidently on own initiative and know when to seek help and support
- Willingness to attend scheduled training days, AUKWSBH/Switchboard volunteer induction and any other training deemed essential to the role as identified
- Commitment of at least one client and their visiting requirements is required for this role

### How will we support you:

You will be given both a volunteer induction and role training to carry out your role effectively and be able to enjoy doing so with confidence delivered by AUKWSBH and Brighton & Hove LGBT Switchboard.

### Responsible to:

AUKWSBH Brighton & Hove Coordinator / Brighton & Hove LGBT Switchboard Coordinator

### Hours:

Flexible – Ideally the volunteer would be able to commit at least an hour per month/fortnight for 6 months.

### Location:

All areas of Brighton & Hove, and West Sussex.