



Birmingham LGBT

Volunteer Role Title: Meet and Greet

Volunteer attributes: This role would be best suited to somebody who is/has:

- Reliable, supportive, friendly, helpful, and trustworthy
- Interested in the wellbeing of LGBT+ members of the community
- Self-awareness of how they and others relate to their gender or sexual orientation and/or be willing to develop their understanding
- Good, consistent and clear verbal, written and face to face communication skills
- Basic numeracy, IT and administrative skills
- Be good at listening to people with the ability to relate and get on with a diverse range of people in a non-judgemental way
- Enthusiastic and outgoing with good people skills

The purpose of the role is to:

- Welcome and be the face that members of the public see when accessing centre services
- Assist and direct members of the public, service users and visitors to relevant and appropriate services and/or onsite members of staff
- Maintain a record of those visiting the centre
- Ensure reception area is always tidy
- Be reflective on own communication style and adjust when required
- To keep information confidential following GDPR guidelines

Expectations of the role with COVID measures:

- Complete a lateral flow test before arriving to the centre
- Wear mask in reception when people have entered the reception area
- Temperature check all visitors
- Ask covid safety questions
- Ask everyone to sanitise hands on entry
- Sign each person in on a log sheet
- After each visitor has left the building, wipe down door handles, sink and any surfaces that visitors have had contact with.

How long will the role last for? The centre is open 6 days a week. Volunteering can take place mornings, afternoons and evenings, whatever suites your schedule and is ongoing.

Would the role require specific training? Yes, one full core training day and shadow staff on reception duty.

Location: Training to take place online volunteering to take place at Birmingham LGBT Centre

Application process: Email sianfinn@blgbt.org with a paragraph about why you want to volunteer, complete an application form, attend an informal interview, and provide two references and complete a DBS check.