



# VOLUNTEER PACK



lancashire **lgbt**



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# ABOUT US



WE ARE THE PAN LANCASHIRE CHARITY SUPPORTING LGBTQ+ PEOPLE AND WE ARE BASED IN PRESTON. FOUNDED IN 2009 OUR VISION IS THAT ALL LGBTQ+ PEOPLE IN LANCASHIRE CAN BE SAFE AND FEEL A SENSE OF PRIDE AND BELONGING. OUR MISSION IS TO SUPPORT ALL LGBTQ+ PEOPLE IN LANCASHIRE TO BE HAPPIER, HEALTHIER AND BETTER CONNECTED. THE FOCUS OF OUR ACTIVITIES IS IMPROVING PHYSICAL AND MENTAL HEALTH AND WELLBEING AND REDUCING SOCIAL ISOLATION.

## OUR VALUES:

**WE ARE INCLUSIVE**

**WE SUPPORT**

**WE ENGAGE**

**WE EDUCATE**

**AND INFORM**

**CHARITY NUMBER - 1137578**



# OUR SERVICES



- INFORMATION SERVICE
- ONE-TO-ONE SUPPORT FROM A DEDICATED SUPPORT WORKER
- SUPPORT AND ACTIVITY GROUPS
- WEBINARS AND WORKSHOPS PROMOTING WELLBEING AND IMPROVING MENTAL HEALTH
- COUNSELLING SERVICE
- QUALITY MARK SCHEME FOR LOCAL BUSINESSES



## Gender Outreach

WE ALSO HAVE A PARTNERSHIP WITH LEEDS AND YORK NHS GENDER IDENTITY SERVICE AND HOST THEIR DEDICATED GENDER OUTREACH WORKERS WHO OFFER 1-2-1 SUPPORT TO TRANS AND NON BINARY PEOPLE AT OUR OFFICE IN PRESTON

# OUR GROUPS



# OUR GROUPS



# COUNSELLING

LANCASHIRE LGBT PROVIDES A COUNSELLING SERVICE TO LGBTQ+ PEOPLE (OVER 18) WHO WANT TO TALK TO SOMEONE WHO IS TRAINED TO LISTEN. THIS SERVICE IS RUN BY A TEAM OF VOLUNTEER COUNSELLORS WHO HAVE LIVED EXPERIENCE OF BEING LGBTQ+

## THE AIM OF THIS SERVICE IS FOR COUNSELLORS TO:

- BUILD A SUPPORTIVE RELATIONSHIP WITH BENEFICIARIES
- ENCOURAGE SELF-DISCOVERY AND SKILL DEVELOPMENT
- HELP BENEFICIARIES UNLOCK THEIR POTENTIAL AND ENABLE THEM TO FIND THEIR OWN SOLUTIONS
- BUILD A SET OF PERSONAL GOALS AND WORK ON EMOTIONAL REGULATION, BEHAVIORAL CHANGES, AND PROBLEM-SOLVING

THIS SERVICE IS MADE POSSIBLE BY THE NATIONAL LOTTERY  
COMMUNITY FUND



# BEING A VOLUNTEER



**MANY OF THE SERVICES WE PROVIDE ARE RUN BY OUR  
VALUED TEAM OF VOLUNTEERS**

**AS A LANCASHIRE LGBT  
VOLUNTEER, YOU WILL HAVE  
THE OPTION TO BE EITHER:**

**(I) AN EVENTS VOLUNTEER**

**(Ii) A PEER SUPPORT GROUP  
CO-FACILITATOR**

**OR, (III) A VOLUNTEER  
COUNSELLOR**

## **VOLUNTEER QUALITIES WE LOOK FOR:**

- **LIVED EXPERIENCE OF  
BEING LGBTQ+**
- **SUPPORTIVE AND  
EMPATHETIC**
- **PASSION FOR  
SUPPORTING LGBTQ+  
PEOPLE**
- **GOOD LISTENING SKILLS**
- **STRONG SENSE OF  
BOUNDARIES**
- **COMMITMENT AND  
RELIABILITY**
- **ENJOYS BEING PART OF A  
TEAM**



# BEING A VOLUNTEER



## **(I) EVENTS VOLUNTEER**

### **AS AN EVENTS VOLUNTEER YOU WILL:**

- ATTEND EVENTS WITH LANCASHIRE LGBT TEAM MEMBERS
- MEET AND NETWORK WITH MANY PEOPLE
- HAND OUT LEAFLETS AND ANSWER QUESTIONS ABOUT OUR ORGANISATION AND OUR SERVICES
- RECOMMEND OUR SERVICES TO LGBTQ+ PEOPLE AND/OR THEIR FAMILIES

## **(II) PEER SUPPORT GROUP CO-FACILITATOR**

### **AS A PEER SUPPORT GROUP CO-FACILITATOR YOU WILL:**

- ATTEND AND CO-FACILITATE A PEER SUPPORT GROUP
- PLAN AND LEAD A GROUP DISCUSSION AROUND RELEVANT TOPICS FOR GROUP MEMBERS (SOMETIMES INCORPORATING A GROUP ACTIVITY)
- MODERATE GROUP DISCUSSION, ENSURING THE GROUP CONTINUES TO BE A SAFE SPACE FOR ALL MEMBERS
- SIGNPOST TO SPECIALISED SERVICES

# BEING A VOLUNTEER



## (III) VOLUNTEER COUNSELLOR

### AS A VOLUNTEER COUNSELLOR YOU WILL:

- PROVIDE SIX TO EIGHT COUNSELLING SESSIONS REMOTELY
- ABIDE BY CONFIDENTIALITY POLICY AND OUR OTHER POLICIES
- FOLLOW LANCASHIRE LGBT SAFEGUARDING PROCEDURES
- CONDUCT REGULAR MENTAL HEALTH AND WELLBEING ASSESSMENTS WITH BENEFICIARIES (GAD-7 AND PHQ-9)
- BE A MEMBER/STUDENT MEMBER OF AN ETHICAL BODY (BACP FOR EXAMPLE) AND AGREE TO SUPERVISION THROUGH YOUR COLLEGE/UNIVERSITY
- ATTEND MONTHLY COUNSELLOR PEER SUPPORT MEETING WITH PROGRAMME COORDINATOR AND SUPPORT WORKER

# WHAT TO EXPECT



## WHY VOLUNTEER WITH LANCASHIRE LGBT?

- ALL LANCASHIRE LGBT VOLUNTEERS RECEIVE A COMPREHENSIVE INDUCTION TRAINING
- PEER SUPPORT TRAINING IS PROVIDED TO PEER SUPPORT GROUP CO-FACILITATORS
- WE PAY FOR VOLUNTEERS TO BE DBS CHECKED
- WE PAY FOR VOLUNTEER COUNSELLORS TO RECEIVE SUPERVISION
- BECOME PART OF A FRIENDLY AND SUPPORTIVE TEAM
- MEET A COMMUNITY OF FELLOW LGBTQ+ PEOPLE
- RECEIVE SUPERVISION AND SUPPORT FROM OUR PROGRAMME COORDINATOR
- ATTEND PRIDE EVENTS AND JOIN LOCAL AND NATIONAL LGBT+ NETWORKS
- IMPROVE PROFESSIONAL DEVELOPMENT
- YOU WILL HELP LANCASHIRE LGBT FULFIL ITS MISSION TO PROVIDE SUPPORT TO ALL LGBTQ+ INDIVIDUALS, AND THEIR FAMILIES, IN LANCASHIRE



# OUR CONTACTS



FOR MORE INFORMATION CONTACT OUR  
PROGRAMME COORDINATOR AT:

didierm@lancslgbt.org.uk



[WWW.LANCSLGBT.ORG.UK](http://WWW.LANCSLGBT.ORG.UK)



07788 295521



[WWW.FACEBOOK.COM/LANCASHIRELGBT](http://WWW.FACEBOOK.COM/LANCASHIRELGBT)



[WWW.INSTAGRAM.COM/LANCSLGBT](http://WWW.INSTAGRAM.COM/LANCSLGBT)



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