

Volunteer Role – Outreach Volunteers

Job Purpose

Reporting to the Volunteer Coordinator, the outreach volunteers are responsible for attending pre-determined events to promote BeLonG To Youth Services to young people, and help raise awareness about the organisation and support services.

Tasks & Responsibilities

- To have the confidence to engage with young people at busy youth events promoting the positive outcomes of the services offered by BeLonG To Youth services.
- The flexibility to work during business hours, after hours or weekends at events/conferences.

Experience and Person Specification

- An enthusiastic and outgoing personality who engages with young people easily
- Strong communications skills
- The ability to volunteer alone or with a team
- Reliability and punctuality
- Flexible volunteering time
- Passionate in supporting BeLonG To's mission

Number of Roles: 4

Weekly Volunteer Hours: Varied depending on the events/conferences booked. Applicants must be available in 2018 to attend the Mental Health and Wellbeing Summit on the 11th October, and on either the 13th/14th or 15th of November for Zeminar, both events in Dublin.

What's in it for the Volunteers?

- Be part of an organisation that enacts social change for young LGBTI+ people
- To share and utilise your valuable expertise
- Experience working directly with young people
- To have fun and engage in a positive and supportive volunteering experience

Support, Supervision and Training

Volunteers who are successful in their application will attend compulsory induction training, child protection training, and will be Gardai Vetted before entering into active service. Once volunteers are in their roles they will be supported by the volunteer coordinator and the manager of the department they are assigned to. One to one supervision will be conducted every 6 months.



Behavioural Competencies

Drive for Results

Takes personal responsibility for, and pride in own work. Recognises what needs to be done and does it.

- ◆ Is proactive, takes action to resolve problems and fulfil own responsibilities - works towards goals and standards.
- ◆ Demonstrates attention to detail and accuracy in approach, strives to meet performance standards.
- ◆ Clarifies what is expected.
- ◆ Approaches daily tasks with energy, engagement and enthusiasm.

Level 1

Stakeholder Focus

Strives to tailor service to young people's needs. Encourages others to focus on the young people. Identifies and clarifies individual young people's needs.

- ◆ Demonstrates sensitivity and understands the young peoples' perspective.
- ◆ Takes opportunities to research and understand young people's needs, gain feedback and assess ways in which systems and procedures can be improved.
- ◆ Co-ordinates feedback from clients to ensure satisfaction and shares the results with line manager.
- ◆ Communicates and actively demonstrates the importance of good young people service to others

Level 2

Effective Communication

Communicates information clearly and accurately both written and oral.

- ◆ Presents appropriate information in a clear and concise manner, both written and oral.
- ◆ Checks own understanding and that of others.
- ◆ Adjusts communication style to the situation or person.
- ◆ Presents written information grammatically correct, and in a style appropriate to level of formality.
- ◆ Communicates information in a friendly and approachable style.
- ◆ Maintains accurate and up-to-date information.
- ◆ Effectively contributes to departmental/team meetings.

Level 1

Planning and Organising

Plans and prioritises own work, with reference to line managers. Makes best use of own time and meets deadlines.



<ul style="list-style-type: none"> ◆ Effectively prioritises, is able to organise work to meet designated deadlines. ◆ When competing priorities exist, will seek direction from more senior colleagues. ◆ Carries out activities in an orderly and well-structured manner and pays attention to detail. ◆ Let's people know if things get delayed, informs team and others of progress. 	Level 1
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Team and collaborative working

Works cooperatively and is a supportive member of the team. Contributes positively to the achievement of team objectives.

<ul style="list-style-type: none"> ◆ Respects and values differing viewpoints. ◆ Willingly works towards team/shared goals. ◆ Recognises that all teams do not operate in the same way, adapts their working style/method to achieve results. ◆ Encourages other team members by recognising their individual contribution. ◆ Actively takes part in team tasks in the workplace. ◆ Cooperates with and supports others. 	Level 1
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Decision Making and Problem Solving

Gathers relevant information. Solves problems, makes decisions independently within own area of responsibility, or in conjunction with other team members or more senior staff.

<ul style="list-style-type: none"> ◆ Takes in information quickly and accurately to understand issues. ◆ Knows what decisions they can make in their job and makes them. ◆ Breaks a problem down into smaller parts. ◆ Shows patience and determination in resolving a problem. ◆ Uses common sense and refers to existing practices and procedures when analysing a problem. 	Level 1
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**Please note that listed above are top 6 behavioural competencies applicable to this role and is not the exhaustive list of all competencies relevant to this role.*



