

Volunteer Role – Telephone Fundraiser

Purpose of Role

Donations gives us the ability to plan ahead and to invest in vital support services for LGBTI+ young people. We are looking for enthusiastic volunteers to have conversations with donors and inspire people to give. Reporting to the Fundraising Officer, the Telephone Fundraiser is responsible for contacting supporters and donors of the organisation to raise money for a variety of projects and services, thus contributing to the organisation's fundraising operations.

Tasks & Responsibilities

- Calling supporters/donors of the organisation to build rapport over the telephone, share experiences, update contact details and ask for a donation towards BeLonG To.
- Writing personal 'thank you' notes/emails to the person you have been spoken to.

Experience and Person Specification

- A bubbly and enthusiastic personality.
- Strong communications skills and excellent telephone manner.
- An ability to relate to a wide range of individuals.
- Reliability and punctuality.
- Strong team spirit.
- Passionate in supporting BeLonG To's mission.

Number of Volunteers Required: 8

Volunteer Commitment Hours: Approx 3 hours per week (2 Campaigns are to be conducted annually so these hours could increase and decrease at different times during the year).

Whats 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
- To have fun and engage in a positive and supportive volunteer 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.

- ◆ 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.

Level 1



- ◆ Let's people know if things get delayed, informs team and others of progress.

Innovation and Creative Thinking

Has the ability to think creatively and implements solutions for everyday problems.

- ◆ Has the ability to think creatively and uses initiative.
- ◆ Voluntarily puts forward suggestions for improvements.
- ◆ Promotes improvement ideas to more senior colleagues in own department/team.

Level 1

Thinking and Acting Strategically

Understands and is able to link own work to the goals and objectives of the department/team.

- ◆ Knows what is expected of own role and how this contributes to the objectives of the department/team.
- ◆ Understands policy and procedure within own department/team.
- ◆ Knows broadly what services are available within the organisation.
- ◆ Keeps up to date with developments in own department/team.

Level 1

**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.*

