

Volunteer role information

Safe practice liaison volunteer

What is this role?

As a safe practice liaison volunteer, you'll provide emotional support to volunteers when a complaint has been made or a safeguarding or compliance concern identified. You'll help volunteers in your country/region and will likely be giving support while the issue is being investigated, in accordance with the investigation procedure.

This role is suited to someone who has been active as a Girlguiding volunteer for at least a year, and would like to support other volunteers.

Some of what you'll do:

- You'll work with your country/region team when there's a new volunteer needing support, to confirm whether you're able to give this.
- You'll be a good listener, and a sounding board for the volunteer.
- You'll go to meetings with the volunteer when needed (may be virtual meetings).
- You'll help the volunteer explore their options, rather than provide advice or speak on their behalf.
- And agree with the volunteer when and how you'll be in contact. This will vary from case to case, but is likely to be a maximum of once a week for one hour.
- If needed, signpost the volunteer to other organisations for support. Ask the county/region and Girlguiding HQ teams for help with this.
- You'll raise any safeguarding concerns to ensure the safety and wellbeing of all girls and adults.

What training and support do you get?

- We'll give you a thorough induction to your role, to get you ready to start supporting other volunteers.
- You'll have support from your country/region teams, as well as the relevant HQ teams.
- You'll have opportunities to learn and develop in the role, including training sessions.
- We'll support with setting up a role-specific email address.
- We reimburse agreed expenses (agreed locally, so these may differ across Girlguiding).
- Girlguiding has a clear complaints procedure and support to help sort out problems or disagreements.

What qualifications do you need?

- To start, you'll need to have been active as a volunteer for at least a year.
- You'll need to have completed Levels 1, 2 and 3 of A Safe Space. You'll also need to complete A Safe Space Level 4, either before or once you're in the role.
- You'll also need to complete or be willing to complete the following e-learning: *Mental Health and Inclusion and Keeping Information Safe*.

What skills do you need?

- Strong personal and digital communication skills
 - To support volunteers effectively, and communicate well with the country/region team.
- Ability to maintain professional boundaries of the role
 - And to communicate that to volunteers you're supporting.
- Willingness to learn and develop your skills as you go.
- Ability to maintain confidentiality and keep shared information secure.
- Be a team worker
 - Responding promptly to your country/region team, and ask for help and raise issues as needed.
- Resilience
 - Be capable and willing to deal with challenging situations, with support.

Quick requirement check

1. Disclosure check: not needed for this role
2. A Safe Space Level: 1, 2, 3, 4 (4 can be completed whilst in role)
3. Attends unit meetings: no

We're keen to hear from volunteers of all backgrounds, abilities, races, sexual orientations, socio-economic backgrounds, and of all faiths and none. We also welcome volunteers of all ages 18+. We're flexible, and volunteering can be arranged to fit around a busy lifestyle. Girlguiding is committed to making reasonable adjustments to support disabled volunteers so they have access to the same opportunities and experiences as non-disabled volunteers.

Please note this is a volunteer role and does not form part of any contract of employment.