



Family Support Volunteer

This volunteer role supports parents and guardians of trans and non-binary people (of all ages) via a phone call, emails or direct messaging. They provide information, listen and support the parent using their shared lived experience to offer peer support. Importantly, this role is also about linking parents into other TransFolk of WA supports.

What you'll be doing:

- Calling new parents that contact TransFolk of WA to join our support groups
- Liaising with parents to setup a call time
- Providing information about the groups and TransFolk of WA services
- Sharing a bit about yourself to provide context and a sense of safety for the parent
- Providing peer support in the call as necessary
- Assessing if the person is suitable to join the parent group
- Updating a spreadsheet with information on the eligibility check
- Collaborate in a team with other volunteers

Skills, experience and qualities needed:

- You need to be a parent of a trans or non-binary person (child or adult)
- A member of TransFolk of WA's Facebook parent group
- Strong verbal communication skills
- Listening skills
- People skills such as: friendliness, open mindedness, willingness to 'listen' to what someone is saying

Time Commitment:

About 1 hour per week is the minimum amount of time needed to for this volunteer role. The time of day is flexible to the volunteer's needs. 1 hour per week would allow you to call 1-2 parents.

A call with a parent can last 10mins to 30 minutes. Then information needs to be updated in a spreadsheet. You will also need to spend some time liaising via text, email or messenger to setup a time convenient for both you and the parent for the call. Some time will also be touching base with other volunteers in the same role as you via messenger.

Other information:

You will need:

- A phone that can make calls with your own call allowance (most standard phone plans have unlimited calls)
- A device with internet access (e.g. a computer or phone)
- A Facebook account

This role is performed from your own home or device whilst on the go. There isn't a physical building that you would volunteer out of.



Support Offered:

You'll be part of a team of other parents and be able to debrief or ask for support from them. You'll receive an induction into volunteering with TransFolk of WA. The Volunteering Coordinator or a supervisor will be the point of contact re volunteering responsibilities and commitments.

For training, you will be partnered with a current volunteer to learn from their phone calls.

Benefits of the role:

- Sense of satisfaction knowing you've helped provide someone with key information or resources
- Learning about experiences and issues that other parents of trans people encounter
- Developing knowledge about the systems that need to be navigated whilst supporting trans young people
- Being connected to the broader group of TransFolk of WA Volunteers

What to do if you're interested:

Head to the TransFolk of WA website and complete the volunteer expression of interest online form.

The form will ask for:

- Your contact details
- How you identify (as a peer organisation this is relevant)
- A paragraph outlining why you're interested in the role
- A paragraph responding to the information in this role description
- Information on your skills