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Voice and communication change self-help group volunteer facilitator

Date last updated: 25 June 2021

About the role

Voice and Communication Change is offered by Indigo Gender Service (“Indigo”). Indigo is a Primary Care NHS adult gender service in Greater Manchester, which has been commissioned to provide care that is local, timely and easier to access. Indigo is a partnership between LGBT Foundation and gtd healthcare.

We are inviting up to three people who have **completed our course and workshops in full** to facilitate a self-help group. This on-going peer supported voice and communication change group will be a partnership between trans and non-binary people and mainly cis speech and language therapy students.

As a **group volunteer facilitator**, you will **encourage others who have completed our course and workshops** to continue developing their authentic voice safely and **act as a link** to professional speech and language therapy staff (The Voice & Communication Change Team).

This is an unpaid role and is one of the volunteer roles for the LGBT Foundation.

[as at 25 June 2021] Due to the ongoing COVID-19 pandemic and risk associated with voice projection, the group(s) will have to run virtually for now in line with NHS guidance. We expect the group will initially run **once a month on a Saturday** in conjunction with TransMCR, a monthly event organised by LGBT Foundation. We are looking for **2-3 group volunteer facilitators**.

* When we use the word trans, we are referring to an inclusive umbrella term that consists of binary trans people (trans men and trans women), as well as non-binary people and people who cross dress.

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Typical duties

As a team of group volunteer facilitators, you will be expected to:

- agree with the group members how long the group sessions last (suggested maximum 60 minutes).
- sessions will be held once per month.
- contact Zane Robinson, LGBT Foundation Trans Programme Coordinator to arrange a regular group slot as part of the TransMCR programme of activities.
- agree on and create a rota outlining when you will each facilitate the group.
- notify the other facilitators if you are unable to run a group that you are scheduled to facilitate. This will enable cover arrangements to be made.
- facilitate voice and communication change sessions using the exercises the qualified speech and language therapists have demonstrated on the course and workshops, and as demonstrated in the online videos. We will provide you with exercise sheets and vocal hygiene sheets.
- contact our designated student Speech and Language Therapist volunteer if you need us to demonstrate any of the exercises in person again. The student can then contact us and invite us to your next group.
- raise any safeguarding issues relating to service users' and/or others' safety as soon as you become aware of these.
 - If concerns arise during TransMCR, report concerns to the TransMCR host.
 - If concerns arise outside of TransMCR, tell the service user to call 999/go to A&E if they are at risk. Contact the police if someone else is at risk.
 - **Do not provide mental health or other safeguarding advice yourself.** This is not your responsibility in this role.

Sessions may not be facilitated outside of this framework. Should individuals or small groups wish to continue practising in their own time, this should not be facilitated by you and should be viewed as home practice.

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Limitations of your role

You must not provide any Voice and Communication Change advice beyond the written exercises, vocal hygiene advice and videos provided by the trained speech and language therapists, as you are not qualified to do so. If in doubt about any aspect of the written advice, or if you are asked by a service user for advice, you MUST consult the qualified speech and language therapists in the Indigo Voice and Communication Change Team via the student speech and language therapy volunteer.

This role does **not** involve developing skills as a speech and language therapy assistant, or speech and language therapist and you must not describe yourself as either of these roles or you may be liable to prosecution and action by the Health and Care Professions Council (HCPC).

The role of speech and language therapist is a title protected by law.

Skills and knowledge required

Please note: This opportunity is only open to those who have completed our Voice and Communication Change course and workshops.

This opportunity would suit someone who:

- ✓ wants to develop their skills facilitating voice and communication change groups for other trans and non-binary people.
- ✓ is interested in continuing their own voice and communication change.
- ✓ can lead exercises accurately, based on written instructions.
- ✓ has experience using Discord and Zoom or is willing to receive the necessary training.
- ✓ is organised.
- ✓ has good spoken and written communication skills.
- ✓ is a good team player.

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Benefits of volunteering

As a volunteer you will:

- receive mandatory Trans Awareness training.
- receive training in using Discord and Zoom, as required.
- develop your skills working with other trans and non-binary people.
- have fun and continue to develop your own authentic voice!

Enhanced DBS Check required?

Yes

We welcome volunteer applications from those who have completed our course and workshops, irrespective of gender, sexual orientation, trans status, ethnicity, faith and religion, disability, and age.

We are taking positive action to encourage applications from people of colour (PoC) and other racially minoritised communities, trans, non-binary and/or older people (aged 50+), to improve the representation of colleagues from these communities in our staff team.

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