



Role Description:

Group Support Officer (Volunteer)

Organisation: OUT North East

Location: ONE Centre, Unit 2B Stonehills, Pelaw, Gateshead, NE10 0HW.

In-person, hybrid or remote role: This is an in-person role.

Reports to: Volunteer and Outreach Manager.

Time commitment: Flexible. Minimum 3 hours per week aligned to group sessions.

Days: Flexible. Depending on groups running at the ONE Centre.

Who are OUT North East?

OUT North East is a leading LGBTQ+ charity and community organisation in the North East of England focused on promoting equality, inclusion, wellbeing and community connection for LGBTQ+ people, their families, friends and allies through support services, events, advocacy and awareness-raising programmes. Based at the ONE Centre in Gateshead, it offers safe spaces, practical help, social activities and outreach work to reduce isolation and strengthen community ties. In addition to its core services, OUT North East organises the Summer of Pride festival series, which are free Pride celebrations and events delivered across Gateshead, Sunderland and South Tyneside. These are held over the summer period, bringing together diverse communities for family picnics, concerts, creative days, and other inclusive events that celebrate LGBTQ+ life and promote visibility and belonging.

Role purpose:

The Group Support Officer supports the delivery of groups and activities at the ONE Centre, helping to ensure sessions run smoothly, safely, and inclusively. This role focuses on practical and relational support through assisting facilitators, welcoming participants, helping with room setup, and contributing to a positive and affirming group environment for LGBTQI+ people and allies. This could be through supporting groups such as parent and toddler groups, social groups, crafting groups, cooking classes, and other activities. The Group Support Officer does not lead groups independently (unless agreed) but works alongside staff and facilitators to strengthen the quality and accessibility of activities delivered at the Centre.

Key responsibilities:

- Support the set-up and pack-down of group sessions and activities.
- Welcome participants and help them feel comfortable.
- Assist facilitators during sessions where needed.
- Provide informal peer support and encouragement.
- Help maintain a respectful and inclusive group environment.
- Monitor the space for well-being or safeguarding concerns and report appropriately.
- Support engagement and participation within activities.
- Promote upcoming events and activities within the ONE Centre.



What the role is not:

- It is not a counselling or therapeutic role.
- It is not a formal advice or advocacy position.
- It does not involve independent group facilitation (unless separately agreed, or the person is trained and authorised).

Skills and qualities needed:

- Friendly and approachable.
- Comfortable working with diverse LGBTQI+ communities.
- Good communication and interpersonal skills.
- Reliable and organised.
- Calm and observant.
- Able to follow guidance from staff and facilitators.
- Committed to equality, diversity, and inclusion.

Lived experience of the LGBTQI+ community is welcomed but not required.

Support and training:

Volunteers will receive:

- Induction and safeguarding training.
- Ongoing supervision and check-ins.
- Clear escalation procedures for concerns.
- Opportunities for further training and development.

Impact of the role:

Group Support Officers help:

- Ensure activities run smoothly and safely.
- Increase participant confidence and engagement.
- Strengthen peer connection and community cohesion.
- Enhance the overall quality of provision at the ONE Centre.

Safeguarding and confidentiality:

All volunteers must:

- Adhere to OUT North East safeguarding policies, as well as other policies and procedures.
- Respect confidentiality at all times.
- Complete any required training prior to starting, or during their time as a volunteer.