



## **Role Description:**

### **LGBTQI+ Outreach Officer (Volunteer)**

**Organisation:** OUT North East

**Location:** ONE Centre, Unit 2B Stonehills, Pelaw, Gateshead, NE10 0HW and community based in North-East England

**In-person, hybrid or remote role:** This is a hybrid role.

**Reports to:** Volunteer and Outreach Manager.

**Time commitment:** Flexible. Aligned to meetings and events.

**Days:** Flexible. Depending upon meetings and events.

### **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 LGBTQI+ Outreach Officer supports OUT North East by representing and promoting the charity and the ONE Centre at community meetings, partnership forums, Pride events, and key regional activities. This role helps raise awareness of the ONE Centre as a safe, inclusive space for LGBTQI+ people, while actively encouraging new groups, activities, and collaborations to be hosted within the ONE Centre. The LGBTQI+ Outreach Officer acts as a positive ambassador for OUT North East, strengthening partnerships, increasing visibility, and expanding community participation both in-person and online.

### **Key responsibilities:**

- Attend relevant community meetings, forums and networking events.
- Represent OUT North East professionally and inclusively.
- Promote the ONE Centre's services, groups and activities.
- Run information stalls at Pride events, network events, awareness days, events, and community festivals.
- Engage members of the public at outreach events and answer general enquiries.
- Encourage individuals and organisations to develop new groups at the ONE Centre.
- Identify opportunities for partnership and collaboration.
- Gather feedback and intelligence about emerging community needs.



- Report back to staff following meetings and events.
- Support digital outreach by sharing approved content.
- Assist in promoting events online and encouraging digital engagement.
- Help signpost individuals to appropriate services through online channels.

### **What the role is not:**

- It is not a governance or decision-making position.
- It does not involve speaking on behalf of the organisation beyond agreed messaging.
- It is not responsible for managing official organisational accounts independently.

### **Skills and qualities needed:**

- Confident and approachable communicator.
- Comfortable engaging with the public.
- Strong interpersonal and networking skills.
- Basic confidence using social media platforms.
- Professional and reliable.
- Passionate about LGBTQI+ inclusion and community development.
- Committed to equality, diversity and inclusion.

Experience in outreach, events, or communications is welcomed but not essential.

### **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:**

#### **LGBTQI+ Outreach Officers help:**

- Increase awareness and visibility of the ONE Centre and OUT North East.
- Expand community reach across the North East.
- Attract new groups, facilitators, and partnerships.
- Strengthen engagement both in-person and online.
- Ensure the ONE Centre reflects emerging community needs.

### **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.