

Information pack

Listen and support volunteer

Closing date: Wednesday 3 June 2026 | 4pm



could you be our listen and support volunteer?



Thank you for your interest in the role of Listen and Support Volunteer for Girlguiding Ulster.

This role is all about supporting fellow volunteers and helping make sure everyone feels heard, valued, and connected. It's a chance to be there for someone who might need some extra support, offering a listening ear and a friendly, understanding presence.

At times, volunteers may be going through more complex situations, such as

safeguarding concerns, a complaint, or compliance issues. While these are managed by HQ, having someone independent to talk to, someone who isn't involved in the case, can make a real difference. That's where you come in.

As our Listen and Support volunteer, you won't be involved in the case, but you'll provide a safe, supportive space where someone can talk things through, feel heard, and not feel alone. Even a simple conversation or a kind word can have a big impact.

This role also helps people stay connected to Girlguiding during what might feel like an uncertain time. Your support can remind them that they're still very much part of our community.

This is a really meaningful role, where your time and empathy can make a genuine difference to someone's experience. You are already a valued part of the Girlguiding Ulster team. **Could this role be your next challenge?** If you think so, I'd love to hear from you!

Best wishes

Elaine

Chief Commissioner, Girlguiding Ulster



Lead with purpose. Shape the future.
Be a listen and support volunteer for Girlguiding Ulster.



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This is a rewarding and impactful role, offering the chance to influence the future of Girlguiding Ulster, working as part of a supportive and dedicated team. It requires commitment, integrity, and a willingness to take on meaningful responsibility – **but the difference you can make is significant.**



About the role

- Liaise with your country or region team when there's a volunteer needing support.
- Agree with the volunteer when and how you'll be in contact with them. This will vary from case to case, but is likely to be up to 2 hours per week.
- Be a good listener and a sympathetic ear for the volunteer.
- Go to meetings with the volunteer when needed (this may be virtually) and then be available after meetings for support. You are not there to give advice or speak on their behalf.
- Keep discussions with the volunteer confidential unless it's a safeguarding concern that needs to be reported.

What we're looking for

- Someone who's been an active Girlguiding volunteer for at least a year
- A great listener who communicates clearly and kindly
- Someone who understands the importance of confidentiality and can handle sensitive information with care
- A calm and resilient approach, especially when supporting others through more challenging moments
- The ability to keep appropriate boundaries while still being warm and supportive
- Willingness to complete any recommended Girlguiding e-learning to help you feel confident in the role
- Someone who's supported others before—this could be through volunteering, work, or everyday experiences

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What Girlguiding Ulster can offer you

- You'll have a main point of contact at Girlguiding Ulster, so there's always someone to guide and support you
- We'll provide a welcome guide and helpful resources to get you started and feeling confident in the role
- You'll be supported to set up a role-specific email address
- Any agreed expenses will be reimbursed by Girlguiding

This is a rewarding opportunity to support fellow volunteers, develop your listening and interpersonal skills, and play an important part in strengthening the care and connection throughout Girlguiding Ulster.

Interested?

If you're ready to take the next step in your Girlguiding journey and help shape the future of GGU, we'd love to hear from you. Apply [here](#).

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