

Mermaids Summary

Mermaids is the only UK-wide charity working to support thousands of transgender or gender non-conforming children, young people and their families. Mermaids overarching aim is to create a world where gender diverse children and young people can be themselves and thrive; to this end, our goal is to relieve the mental and emotional stress of all those aged 19 years and under who are gender variant, as well as to promote education and awareness. We offer information, support, friendship and shared experiences to young people and their families, as well as providing some local and national opportunities to meet others.

Why is Mermaids needed?

Children and teens dealing with gender dysphoria and their families require support to cope with isolation, discrimination and prejudice. Gender variant young people are among the most vulnerable in the UK. **Almost half of transgender school pupils (45%) in the UK have attempted suicide;** 1 in 9 of those pupils have received death threats, 8 of 10 have self-harmed. They experience bullying, both physically and mentally, by their peers, adults, and even people in authority, such as teachers and local authority workers. Without adequate support, transgender young people are far more likely to drop out of school and are less likely to access higher education.

'I would probably be dead if it wasn't for Mermaids. Being able to meet other trans people has been invaluable for me. Being able to talk about things that I couldn't discuss with anyone else and receiving positive messages, advice and feedback from admins and other members has also been invaluable'. – A young person.

At a recent Mermaids residential weekend, we did a session with Stop Hate UK. We asked how many of the parents in the room were frightened for their children and what they face in the outside world. **They all raised their hands.** We then asked the gender diverse teens and young people in the room how many had been subjected to transphobic abuse. **They all raised their hands.**

With greater awareness of transgender issues across society, the number of young people and their families seeking support from Mermaids has seen explosive growth e.g. over the last three years, the number of emails and calls received, increased from 495 in 2013/14 to just under 4,000 in 2016/17.

Mermaids' Services

Founded in 1995 by parents of gender-variant children and young people as a support group, the charity has grown to respond to need and provides a range of services.

[Helpline, email information and support service](#)

[Parents and teens online forums](#)

[Residential weekends and local support groups](#)

'Meeting other young trans people through Mermaids has made all the difference to my F2M (female to male) son. Before we joined, he was extremely isolated and described himself as a 'freak'. Life began to look up for him when we joined Mermaids and he now has hope for the future'. – Parent of a young person.

As well as these core services, Mermaids has increasingly worked to address misconceptions and advocated for the benefit of transgender young people and their families. Mermaids liaises with national and local media, to promote awareness and understanding, and tries to attend as many policy-making meetings as possible. Mermaids provides resources for families, young people and supporting professionals. Committee and staff members and volunteers attend Pride and other events, in addition to speaking at conferences nationwide. We also work closely with the Equality and Human Rights Commission, Department of Education and Government Equalities Office.

Mermaids' Impact

Mermaids recently surveyed parents and teenagers to understand what impact the charity has had on them; 78.79% and 86.36% respectively rated the impact as highly positive. We are often the first contact made regarding their or their child's gender variance. Most feel scared and alone, and may well have been dealing with prejudice and discrimination. Mermaids eases isolation and loneliness, and families and young people have access to others who are dealing with the issues they are facing, which gives immediate comfort and a sense of community. Mermaids helps trans children and teens and their families to have increased confidence and ability to cope. Young people and their families leave Mermaids' services empowered and educated with the tools needed to combat ongoing prejudice and discrimination.

Our work has been externally recognised through a number of awards. In 2016 alone, Mermaids received the following awards:

- Sparkle Charity of the Year
- Sparkle Diversity Champion of the Year for Mermaids CEO, Susie Green
- National Diversity Awards Charity of the Year
- Pink News Awards Charity of the Year
- Children and Young People Award Charity of the Year
- European Diversity Awards Charity of the Year

Our helpline also placed 3rd for the Helpline of the Year Award.

Volunteer and Events Manager Role Description

Purpose of the role

As a growing charity Mermaids has been successful in raising awareness of the difficulties facing transgender children and young people, and campaigning for better education, treatment and acceptance of the same. The work that we do has expanded, and we now need an effective and skilled volunteer manager to harness the volunteer potential we have within our parents and youth groups and allies. Growing our volunteer base and the number of events we deliver is a key objective of this role. As part of this the successful candidate will organize, manage and attend events, raising awareness and combatting prejudice. As a part of the role, the successful candidate will also be expected to oversee and develop policies specific to the role, working hand in hand with the CEO.

Key responsibilities and duties

- Create a volunteer programme for recruitment, selection, management and supervision of new volunteers to enable expansion of the program of events Mermaids delivers annually
- Work closely with the Helpline Manager to maintain consistency of approach as many volunteers will be active in the helpline and events services
- Recruit, train, manage and supervise volunteers involved in delivery of external and internal events
- Take ownership of the events strategy and schedule for the year, including internal and external events, expanding the reach and delivery of events with support from the CEO, using the volunteer base
- Develop standard operational procedures for roles commonly undertaken by volunteers (e.g. manning a stall at a Pride event, setting up a corporate event, running a residential weekend)
- Work with the staff team to build strong relationships with corporate sponsors for diversity sponsorship opportunities and help to secure new sponsors
- Measure, and report on, the success of Mermaids events strategy including benefits realised including awareness raising, attraction of service users, recruitment of volunteers and the increasing the level of both one-off and on-going donations
- Using your expertise, take an active role in advising the CEO and trustee board on suggested events activity around key Mermaids campaigns, and coordinate media strategy in line with the events for maximum impact and exposure
- Manage enquiries for Mermaids participation in events, bearing in mind the need for both fundraising and awareness raising priorities
- Organize and participate in volunteer recognition programs and special events
- Manage volunteer grievances and promote cooperation and interest in serving Mermaids
- Work with our local groups volunteers to act as first point of contact and support
- Review, create and update Mermaids policies and procedures pertinent to your post, maintaining oversight and updating as required, demonstrating effectiveness and ongoing monitoring, working strategically with the CEO and the board
- Manage own time effectively and ensure attention to detail at all times

Key objectives

- In developing our volunteer team and events delivery, there will be specific targets based around the grant funding we have received. These include numbers of volunteers recruited, retained and active for the charity, volunteer satisfaction and engagement. There are also targets on number of events delivered, attendee satisfaction and volunteers recruited through such events.

General responsibilities and duties

- Conduct the duties of the job description in accordance with the operational policies of Mermaids, including but not limited to the diversity policy and code of conduct.
- Maintain good working relations with staff, volunteers and other stakeholders.
- Contribute to the general administration and delivery of all Mermaids programmes, events and overall objectives
- Undertake any other reasonable duties as may be required

This is an outline role description and may be subject to change in consultation with the post holder.

Volunteer and Events Manager Person Specification

- Proven volunteer programme development skills, with extensive experience of recruiting, selecting, training, managing, supervising and supporting volunteers
- Event coordination and development experience, from small low key events to larger more complex offerings
- Excellent Policy development and management experience
- Proven ability to develop compelling content for event agendas, including identifying audience interests, speakers and good practice
- Proficient with project management tools and techniques including budgeting, work planning, risk management and stakeholder engagement
- Excellent written and verbal communication skills including telephone skills, including ability to proof-read content
- Strong team player with excellent interpersonal skills, able to relate appropriately to a wide range of people
- Experience of building relationships with external partners
- Able to develop volunteer handbooks describing the various roles and how they're to be undertaken
- Managing logistics for events
- Expertise in relevant aspects of Health & Safety, and Safeguarding around event management
- Experience of setting and managing complex budgets and providing regular and accessible reports on financial performance
- A good understanding of diversity, inclusion and equality issues – knowledge of transgender or gender diversity issues would be particularly welcome
- Committed to aims and objectives of Mermaids

Volunteer and Events Manager Key Terms and Conditions

Place of Work

Suite 5 High Street House, 2 The High Street, Yeadon, Leeds, LS19 7PP for a weekly team meeting, with the option of home working for the remainder of the working week.

Working Week

This is a fixed contract position for two years then reviewed with the potential for a permanent position upon position. Mermaids normal hours are Monday to Friday from 9.30am to 5.30pm, however the demands of this post require a flexible approach to both timing and duration of the working day, with evening working to engage with volunteers when they're available, attendance at evening events and attendance at weekend residential events.

Time off in lieu will be given.

Salary Scale

The salary will be £24,000.00 per annum. You will be paid monthly by credit transfer to your bank account on the 20th day of each month. Please be aware that this will be salary for the whole calendar month so that (assuming pay date may not be the last day of the month) some of your salary will be in arrears and a proportion will be in advance.

Annual Leave

The core holiday entitlement is 28 working days per year which includes 8 Public Holidays. These are: New Year's Day, Good Friday, Easter Monday, May Day, late Spring holiday at the end of May, Late Summer holiday at the end of August, Christmas Day and Boxing Day. The days taken as leave will be discretion with approval of the CEO.

Pension

Mermaids will contribute up to 5% of salary to the Mermaids pension scheme.

Probation & notice

The post is subject to a six month probationary period. During this period you will be entitled to receive, and are required to give, at least one weeks' notice of termination, which must be in writing. After successful completion of your probationary period you are entitled to receive, and are required to give, at least one months' notice of termination, which must be in writing.

HOW TO APPLY:

Send your CV to recruit@mermaidsuk.org.uk, accompanied by a **500 word** covering letter outlining what your employment would bring to the charity. Applications not in the specified format or submitted past the deadline may not be considered.

Deadline for applications: 15th February 2018

Interview dates: Interviews will take place by phone, second stage requires the submission of a short video, and then final selection will be to attend a face to face interview in Leeds at our premises.

Start date for the role: subject to notice period required, end of March 2018

Due to the high volume of applications that Mermaids receives per position we are unable to provide feedback on individual applications or answer questions from applicants. If applicants have not been contacted by the end of February 2018 then they should assume their application has not been successful.

Mermaids is an equal opportunity employer.

Due to the nature of this role, the successful applicant will be required to pass a Disclosure and Barring Service (criminal records) check.