



Empowering and supporting all who contact us



Less about 'lifestyle' more about living

A bit of background

This year the organisation celebrates 33 years of providing high quality support to lesbian, gay, bisexual & transgender (**LGBT**) folk along with their friends and families across the West of Scotland. Our service focus is primarily on telephone support although we also facilitate a monthly face to face social group called Icebreakers which you would attend as part of your training schedule.

Who contacts us ?

Just about anybody is the short answer. Over 3000 people a year call Switchboard and they represent the widest cross-section of age, gender, experience, attitude, belief, background, ethnicity, family circumstance and geographical location. Their reasons for calling are equally varied: some might need support in solving problems, some want information, some are coming out and some are working with their partners on relationships and staying in! They could have issues around health, legal situations, employment or family responsibilities – or the caller might simply want someone to have a chat with.



So, how does it all work ?

The telephone lines are open from 7-10pm on 365 days of the year and the organisation is entirely staffed by trained volunteers. Whilst the telephone service is client facing, behind the scenes we also have to keep the finances in order, advertise and market the service, decide how the organisation develops and do what seems like a 1001 other tasks to keep the organisation healthy and vibrant. In short, if it needs doing, one of us does it!



This where you can help

We primarily need people who wish to train as Support Volunteers staffing the phone Lines. We also need people who've got enthusiasm for Marketing, Financial management, IT skills, Project management expertise, or simply a willingness to muck in and learn how to do some of these things. We need those who are willing helpers and those who are willing leaders and in return we can offer the chance to make some new friends, be part of a team, learn a lot, give a bit back, and maybe even discover more about yourself.

It is a very big commitment we make financially to train you & it is a big commitment we need back in return from you.

Still Interested in seriously committing all the time over a year or so? Not sure?

Why not call one night between 7pm and 10pm and talk a bit more with one of the existing counsellors about what Switchboard does and what it's really like – we'd love to hear from you ☐
0141-847-0447

