



SUPPORT REQUEST COORDINATOR

RainbowYOUTH fosters a safe, inclusive, whānau environment for queer and gender diverse youth and their wider community. We are a youth-led, youth-run organisation that values and respects the diversity and opinions of peoples everywhere. We are committed to honouring our obligations under Te Tiriti o Waitangi. RainbowYOUTH's vision is for all young people to thrive in Aotearoa, he waka eke noa (a waka we are in together, without exception).

We are a close-knit team who enjoy working together and supporting each other, in a fun working environment. We are passionate about empowering and uplifting queer, gender diverse and intersex young people, as well as working to dismantle the barriers they face in our society.

1. ROLE DETAILS:	
Position title:	Support Request Coordinator
Reports to:	Support Manager
Hours and remuneration:	Volunteer role, 5 hours per week, koha to cover expenses
Start date:	ASAP
Location:	RainbowYOUTH Auckland Drop-in Centre

2. ROLE OVERVIEW:
<p>The Support Request Coordinator will primarily be responsible for managing the support@ry.org.nz email inbox. The email address receives approximately 7-10 emails per day, largely from young people or their friends and whānau, seeking advice or support regarding medical transitioning, coming out, finding support groups/counselors, mental health concerns and other issues. You will be responsible for answering or forwarding these emails as necessary.</p> <p>Other responsibilities will include responding to phone calls and other messages to provide resources or referral information to relevant, safe services. The Support Manager and/or Auckland Support Coordinator will provide you with all referral information. Where necessary, you will refer people to the Support Manager or Auckland Support Coordinator to meet or have further conversation with.</p> <p>You will have access to confidential and sensitive information. From time to time, the content of support requests may be alarming. You will maintain the strictest confidentiality, in line with RainbowYOUTH policy and procedure and access supervision as appropriate.</p>

RainbowYOUTH

This role would suit a mental health professional or support worker, or someone studying in this field (counsellor, psychologist, psychiatrist, social worker, youth worker), who wants to learn more about rainbow communities and how to support our young people.

RainbowYOUTH is committed to the development and growth of our team members. As part of this role you will be offered professional development opportunities and supported to pursue projects that you are personally passionate about.

3. ROLE RESPONSIBILITIES:

Description	Time allocation
Reply to support queries received to the ' support@ry.org.nz ' email inbox, calls received to the RainbowYOUTH landline (if based in the Auckland drop-in centre only), and messages to any social media account (Twitter, Facebook, Instagram)	4 hours per week
Maintain reliable, safe, inclusive referral pathways for support requests received, and maintain up-to-date case notes	1 hour per week

4. SKILLS AND EXPERIENCE REQUIRED

Required:

- Managing confidential and sensitive information
- Commitment to self care and boundary setting
- Written communication skills
- Interest in making support available and accessible to queer, gender diverse and intersex young people, their friends and whānau
- Commitment to Te Tiriti o Waitangi

Preferred:

- Suicide prevention training (this can be provided as part of the training for the role)
- Education about mental health and crisis

RainbowYOUTH is an inclusive employer and we value diversity. Applications will be considered regardless of ethnicity, religion, gender, sexuality, physical or mental ability. Work hours and locations can also be flexible.