



## Volunteer Role Description Stall Holder

### **GMFA's vision and mission statement:**

**Vision** – GMFA wants a gay community where individuals are able to make informed choices about their health, and a society that embraces equality and respects the right of people to make informed choices.

**Mission** – Improving gay men's health by increasing the control they have over their own lives.

### **Role**

To hold a stall and represent GMFA at events (eg: Pride, Gay History Month).

### **Specific responsibilities**

To work in conjunction with other GMFA Stall Holding Volunteers and to adhere to a specific stall holding brief.

Volunteers are not obliged to put themselves forward for any specific stall holding commitments, but they are expected to honour any commitments that they have chosen to make.

### **Experience & Requirements**

Sound knowledge of GMFA's work, its mission and its vision – this will be provided via the brief.

Must meet any other requirements relevant to the specific brief for the event.

Volunteers must be welcoming to all visitors to the stall.

Experience in customer service would be useful but is not required.

Must be able to constructively handle any logistical challenges.

Volunteers must be able to work productively in teams.

### **Authority**

Volunteers have full authority to set up and manage a stall so that it serves its purpose according to the stall holder brief.

### **Benefits**

Meet a wide variety of interesting people.

Customer service experience gained.

### **Potential Frustrations**

Running into logistical problems with displays, space, heating, refreshments, public toilets, etc.

Dealing with members of the public can require a lot of energy and patience.

May not be able to answer all questions asked about GMFA or health.

GMFA is usually invited to take a stall at weekends, and occasionally mid week.

### **Potential Satisfactions**

Providing valuable answers or information leads to people.

Personal fulfilment through feedback of service provided and of GMFA's work.