ROLE DESCRIPTION FOR WELLBEING OFFICER

Are you looking for a new opportunity to make a real difference, change lives, and help create a positive, supportive environment?

Hidayah is a volunteer-led organisation supporting LGBTQ+ Muslims through community support, advocacy, education, and wellbeing initiatives. It creates safe, inclusive spaces where people can connect, feel empowered, and have their voices heard, while promoting equality and positive change across the UK and beyond.

The Wellbeing Officer Trustee provides guidance, support, and signposting on mental health and wellbeing to volunteers and service users.

KEY RESPONSIBILITIES

- Develop and implement proactive wellbeing strategies to reduce harm and support volunteers in public-facing roles.
- Manage and respond to wellbeing queries via the designated inbox, including triage and signposting.
- Create and maintain wellbeing resources for service users and volunteers.
- Use feedback and data to identify wellbeing needs and improve support provision.
- Build and maintain relationships with external mental health and wellbeing services.
- Attend Trustee Board meetings and provide regular updates.
- Support planning, events, and organisational activities where possible.
- Assist with fundraising and promotion of Hidayah initiatives.
- Participate in internal communications and maintain shared systems (e.g., Google Drive).
- Contribute to the Annual Report.
- Respond to communications promptly.
- Uphold Hidayah's values and mission.
- Serve until the next AGM (subject to a 6-month probation period).

To apply for this role, please send your **CV and cover letter** to Emmanuel at hr@hidayahlgbt.co.uk.

PERSON SPECIFICATION

Essential Knowledge & Experience

- Understanding of mental health, wellbeing, or emotional support in a community or voluntary setting.
- Experience supporting individuals through advice, signposting, mentoring, or similar roles.
- Awareness of safeguarding, confidentiality, and boundaries when working with vulnerable people.
- Experience working or volunteering in collaborative or community-based environments.

Essential Skills & Abilities

- Strong listening, communication, and empathy skills.
- Ability to respond calmly and appropriately to sensitive or emotional situations.
- Good organisational skills and ability to manage inboxes, queries, or tasks efficiently.
- Ability to work independently and take initiative with minimal supervision.
- Strong teamwork and collaboration skills.
- Basic IT skills (email, Google Workspace, or similar tools).

Personal Qualities

- Compassionate, approachable, and non-judgmental.
- Reliable, responsible, and consistent in availability.
- Committed to equality, inclusion, and supporting LGBTQ+ Muslim communities.
- Able to maintain professionalism, confidentiality, and emotional boundaries.
- Passionate about improving wellbeing and community support.

ADDITIONAL REQUIREMENTS

- Must be 18+ and based in the UK.
- Willingness to commit to a voluntary trustee role (approximately 4–5 hours per week minimum, with flexibility for additional time when required).

WHAT BENEFITS DO I GET FROM THIS ROLE?

- Opportunity to make a meaningful impact in LGBTQ+ Muslim wellbeing.
- Governance and leadership experience.
- Opportunity to shape wellbeing support services within the community.
- Training and development

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