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RECRUITMENT PACK

Volunteer

Trans Wales Partnership Member

A dark blue rectangular sign with a white border and a white shadow, tilted slightly to the right. It is held by two wooden clothespins at the top and bottom edges. The sign features the text "WE'RE HIRING!" in a bold, white, sans-serif font.

**WE'RE
HIRING!**

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Key Information

Below is the key information about the role.

Role:	Trans Wales Partnership (TWP) Member
Team:	XIST – Gender Information and Support Team
Report to:	XIST Manager / Director
Purpose:	Contribute feedback and ideas to help develop the Welsh Gender Service and support provided by XIST.
Location:	Online
Hours:	One meeting per month (1.5 hours)
Salary:	£0 – Travel expenses reimbursed where necessary.
Contract:	Voluntary.
Deadline:	Applications are welcome all year round.

Overview of Umbrella Cymru and TWP

Umbrella Cymru provides a range of services in relation to gender and sexual diversity, equality, and inclusion. We take great care and pride in the services we offer, and we aim to demonstrate this by giving people the best information and support we can.

As a service, we maintain a focus on achievable outcomes, supporting people as experts in their lives to reach their goals. Our practice follows a social model with a focus on rights, autonomy, and empowerment.

Umbrella Cymru has been awarded the contract to deliver support to anyone referred to the WGS and therefore work in partnership with Cardiff and Vale University Health Board to provide a full bio-psycho-social support service to trans and non-binary people in Wales.

The Trans Wales Partnership was established following feedback from stakeholders and a recognition of the benefits of, and commitment to, the continued dialogue between service providers and service users and representatives.

You can find more information about Umbrella Cymru and the services we offer on our [website](https://www.umbrellacymru.co.uk).

What will you give?

We are looking for passionate, dedicated and enthusiastic people to contribute to the development of gender services in Wales.

You will have lived experience (direct or indirect) of gender diversity and transition processes and will want to use this to assist the partnership in reviewing and responding to current and future development of gender services.

The Partnership will comprise of:

- Chair – Director of Umbrella Cymru or nominated team member. (1)
- 'Community Members' – Members of the Community who have accessed, or will access, gender services in Wales who will join as an individual representative. (10)
- 'Stakeholder Representative Members' - Representatives from groups or organisations across Wales offering information and support to the Community. (8)
- 'XIST' - Service Manager (and / or nominated team member) to provide information and updates. (2)

Members will be recruited to the Partnership for their:

- Knowledge of gender identity or gender services, and / or
- Experience of gender diversity or gender services, and / or
- Links and connections with trans and non-binary people, groups or services.

Values and Behaviours

We have developed a values and behaviours framework for all staff and volunteers. We expect our team to walk the talk, making sure we not only know our values, but that we display them in everything we do.

Some of the core values and behaviours will be assessed at interview.

Supportive, Collaborative and Flexible	<p>Keep clients and customers at the heart of what we do, adapting to individual requirements to provide personalised services.</p> <hr/> <p>Work in partnership with, listen to, and learn from clients, customers, colleagues, and partners.</p> <hr/> <p>Work as a team to share skills, knowledge, and ideas.</p> <hr/> <p>‘Go the extra mile’ to deliver results for clients, customers, colleagues, and partners.</p>
Ethical, Empowering and Inclusive	<p>Value all people, respecting and celebrating diversity.</p> <hr/> <p>Act with honesty, integrity, professionalism, and positivity.</p> <hr/> <p>Actively promote and encourage autonomy and choice.</p> <hr/> <p>Adopt fair, inclusive, approachable practices with zero tolerance for bullying, discrimination, and prejudice.</p>
Ambitious, Innovative and Passionate	<p>‘Think big’ to challenge ourselves to continually improve.</p> <hr/> <p>Develop, learn, and utilise technology to deliver quality and efficiency.</p> <hr/> <p>Care about what we do, how we do it, why we do it and who we do it for.</p> <hr/> <p>Proactively contribute to the development and success of client, colleague, and customer goals.</p>
Responsible, Accountable and Reflective	<p>Take responsibility and pride in the services we provide.</p> <hr/> <p>Deliver on our commitments; always ‘see things through’.</p> <hr/> <p>Continually advance personal and professional development, asking for help when needed.</p> <hr/> <p>Acknowledge mistakes, reflect on practices and the impact on clients, customers and colleagues and learn from them.</p>

What will you get?

This is a great opportunity to help shape current and future gender services in Wales by acting as a critical friend, providing comments and constructive feedback to the WGS.

You will meet new people and build connections with other volunteers and staff working in and alongside the WGS.

You will gain an insight into the decision-making, processes and practices of gender services and will be able to help shape and improve these for future service users.

We offer a supportive environment where you will develop and learn new skills.

We hold wellbeing, support, and development at the heart of everything we do, and this begins with staff and volunteers.

We are a friendly team who love to help each other. We like to hold team-building days and events to strengthen our relationships, knowledge, skills, and spirit.

Volunteering with us will no doubt give you a strong sense of purpose and pride.

What will you do?

The objectives of the Trans Wales Partnership are to:

- Bring members of the Community together to provide constructive and valued feedback to providers of Welsh gender services.
- To review policies and procedures to identify and mitigate disproportionate impacts on individuals or groups of individuals accessing Welsh gender services.
- To suggest, guide and support effective methods of communication in relation to services available, including developments to these as they progress.
- To provide a link to the wider community of service users to gather opinions, comments, questions and concerns from across Wales.

What difference will you make?

You will be directly contributing to the development of gender services in Wales, helping service providers design and deliver effective and efficient support and intervention for trans and non-binary people.

Your passion for engaging with gender diverse communities or individuals will drive your commitment making a positive difference to services, the lived experiences of service users and increase awareness of and confidence in NHS gender services.

Your constructive feedback, suggestions and ideas will help develop the skills, knowledge and understanding of lived experiences of trans and non-binary people in Wales, aligning a social understanding with medical pathways.

Key tasks / responsibilities

The post holder will:

- Attend monthly meetings online (1.5 hours)
- Contribute ideas and suggestions for improvements
- Provide feedback to and from service users or from personal experiences
- Take part in specific activities, engagement events or working groups
- Act as an ambassador for the Partnership

Role specific criteria

Evidence of meeting the specific requirements of the role will be assessed from your application form.

All members will evidence:

- Willingness to consider other people's views.
- Ability to work as part of a team and contribute to the success of a group initiative.
- Ability to work with people from diverse backgrounds and have respect for their beliefs and values.
- Willingness to contribute the time and commitment that a long-term project requires.
- Ability to maintain complete confidentiality in line with the TOR, guidelines and law.
- Willingness to support and promote the group aims and values.
- Ability to act ethically, with honesty, integrity and in good faith at all times.

The Partnership is committed to anti-oppressive practice in all its forms. Members must be respectful, at all times, of one another and all identities and experiences.

Refusal to respect any person's identity (particularly gender identity) or any prejudice towards any individual will not be tolerated and will result in the member being removed from the meeting.

Recruitment Process

Stage 1 – Application

You will first need to submit your application (see below for link). To complete the form, you'll need to refer to the information above. Please use this opportunity to tell us what your skills or knowledge you will bring to the partnership.

Stage 2 – Interview

If your application is shortlisted, you will be invited to meet with members of the Partnership, during which we will further explore your values and suitability for the role.

Stage 3 – Follow up discussion

We might request to follow up on some information or seek clarification on some points discussed at interview. This might be done by phone or at a virtual meeting with one or more of the interview panel.

Stage 4 – Introduction to Members

If you are successful, we will invite you along to the next meeting to introduce you to members and welcome you to the Partnership.

Application Form

Please click [HERE](#) to submit your application.

If you would like an application form in an alternative format or if you have any questions about the role or recruitment process, please email your query to xist@umbrellacymru.co.uk or call us on 0300 3023670.