

COMMUNITY AND VOLUNTEERING MANAGER



OUTpatients
The UK's LGBTIQ+ Cancer Charity

Hello!

Thank you for your interest in joining OUTpatients as our Community and Volunteering Manager.

OUTpatients began in 2020 with a simple but powerful idea: that no LGBTIQ+ person affected by cancer should have to navigate their diagnosis and treatment without being seen, understood and supported.

Born from lived experience, we've grown into the UK's LGBTIQ+ cancer charity, proudly led by and for the community we serve, working alongside NHS organisations, cancer charities, researchers and patients to make cancer care more inclusive.

As our Community and Volunteering Manager, you'll be the person who keeps us connected to those who need us most. You will oversee and manage the work we do in reaching and supporting LGBTIQ+ people with and beyond cancer.

Working closely with our team, you'll be able to critically appraise and coordinate what our service users need. You'll have the opportunity to create, source, and organise new engagement and support opportunities. You will also have access to and be building our diverse pool of skilled volunteers, helping them to integrate into the work we do to improve people's experiences and outcomes.

We hope this role will inspire someone who wants to make a real difference to our organisation and our beneficiaries, enabling us to make a lasting difference in inclusive cancer care.

Thank you again for your interest. We look forward to learning more about what you can bring to this important role and to the next phase of OUTpatients' development.

Stewart O'Callaghan
Chief Executive

Andrew Berrie
Chair

About Us

Who we are

We are OUTpatients, the UK's LGBTIQ+ cancer charity. Proudly led by and for our community, we are here to shake up the system, advocate for equity, and stand up for every LGBTIQ+ person affected by cancer.

Our passion to support others is born out of personal experience; we understand what it's like to not see yourself reflected in the services you use, and feel like you are left in the margins at a time when you most need personalised support. That is why we host peer support, educate healthcare professionals, and help to shape national policy so that nobody has to go through cancer alone.

Why do LGBTIQ+ people need a cancer charity?

LGBTIQ+ people face barriers at every stage of the cancer pathway: from diagnosis, to treatment, to psychosocial support. The result is that LGBTIQ+ people still have worse experiences and outcomes following a cancer diagnosis. As a community we face three key barriers:

- **Information:** There is a lack of information about cancer designed by and for LGBTIQ+ communities. This leads to a lack of knowledge about cancer risk and screening, and makes it harder for LGBTIQ+ people with cancer to access information and support that meets their needs.
- **Interpersonal:** LGBTIQ+ people often face negative experiences in healthcare settings, leading to medical avoidance, mistrust, and lower uptake of life-saving screenings. A lack of LGBTIQ+ specific support leaves people isolated, with partners and support networks often excluded by assumptions of heterosexuality and cisgender identity.
- **Systemic:** NHS systems are not built with LGBTIQ+ people in mind. This makes it hard to record and share information about LGBTIQ+ identity, and creates barriers to access in pathways for screening and diagnosis. Poor data collection and research makes it difficult to see where care and services could be improved for our community, and makes it difficult to identify how best to deliver personalised care.

What we do

OUTpatients exists to tackle these barriers across the cancer pathway, and provide a safe space for all LGBTIQ+ people at any stage of their cancer journey. We do this currently by:

- Providing education sessions to professionals, industry, and third sector organisations about LGBTIQ+ inclusive cancer care
- Offering peer support services to LGBTIQ+ people living with or beyond cancer, as well as to their partners and carers
- Developing bespoke campaigns and resources for our community, and influencing policy from the local to national level by engaging with professional bodies, the NHS and government.
- Co-creating information, guidelines and best practice recommendations with expert partners

Our Strategy

Our vision is for a future where LGBTIQ+ people feel included and supported on their cancer journey. From cancer screening, through treatment, and beyond all patients will experience equity in their cancer experience and outcomes.

In 2025, we published our strategy: Improving the lives of LGBTIQ+ people overlooked and underserved in cancer care; outlining the steps we'll take over the next five years to realise a cancer service that understands and actively works to improve safety, experiences and outcomes for our community.

Our strategy is built around three core touchpoints:

- Removing barriers to screening for LGBTIQ+ people
- Improving LGBTIQ+ patients' outcomes and experiences
- Improving the support available for LGBTIQ+ people



We've made great progress against our strategy, but the scale of the challenge means significant growth still lies ahead. Demand for our peer services continues to build. As our community of service users grows, they are seeking more ways to stay in touch with OUTpatients and are keen to access additional services suited to their needs.

At the same time, our volunteers are also keen to get more involved in our work. In particular, they have shown great interest in supporting our research, our events, and our peer services. By bringing these two groups, service users and volunteers, under one staff member's oversight we are able to maximise their integration to deliver safe, stable, and supportive services.

The position

Community and Volunteering Manager

Salary	£30,000–£32,000
Hours	Full time (35 hours per week)
Location	London / Hybrid
Contract	2.5-year fixed term contract See Terms & Benefits section for further information.

Reporting to:	Chief Operations Officer (COO)
Direct reports:	Volunteers, Peer service facilitators
Key relationships:	Head of Fundraising & Business Development, Education & Policy Manager, Communications & Public Affairs Manager, Engagement Lead.

Purpose

You'll be working with service users and patient advisors to create and manage a programme of support for LGBTIQ+ people with and beyond cancer. This will include ensuring a consistent and high quality online monthly peer support meeting in addition to programmes of support that can supplement our core offer across the year. This work will involve coproduction with service users themselves and evaluation of impact to ensure our services meet their needs.

You will be responsible for managing our existing volunteers and recruiting new people into our opportunities. We have an established onboarding process that helps us to place people in opportunities relevant to their interests. Your role will be to make sure that volunteers feel engaged and are deployed across the charity when and where they are needed. This may include events, research projects, policy actions, and peer services.

This is a role that involves a significant amount of community engagement and involvement. You'll be an active member not only within our team, but also across the LGBTIQ+ and cancer sectors, helping us to create new events and opportunities that can lead the sector towards greater LGBTIQ+ inclusion.

Key responsibilities

Community management (50%)

- **Manage the delivery of our core peer support service** which meets online in partnership with Maggies, once a month.
- **Develop a programme of additional services** by working with external projects and programmes in order to meet the needs of our service users.
- **Explore what ongoing engagement looks like** for people with and beyond cancer who no longer require our core group peer support but want to stay a part of our community.
- **Develop robust, but proportional, monitoring and evaluation** for our services and programmes, using insights to make recommendations for service improvement, innovation and growth.
- **Work to ensure a high degree of safeguarding across all services** and an intersectional approach to inclusion, belonging, and wellbeing.
- **Identify opportunities for growth and funding** and prepare business plans to present to the CEO and Fundraiser.

Volunteer management (50%)

- **Manage and maintain our volunteer database** making sure that details are recorded accurately and safely in line with GDPR.
- **Create a schedule of contact to keep volunteers involved** such as bulletins, newsletters, or virtual drop ins.
- **Recruit and onboard new volunteers into our charity** ensuring that they feel included in our mission and our work.
- **Work closely with universities to recruit students into our volunteering and internship opportunities** and being their point of contact as they work within the organisation.
- **Identify opportunities to deploy volunteers across our services** including in the delivery of new services for our peer support programme.
- **Be the lead person for our Lived Experience Advisory Panel** helping them to have a strategic view of the charity and share their advice on our approach and outputs.

What success looks like

In your first three months, you'll get familiar with our volunteer and peer support systems. You'll take ownership of these areas of the charity and build confidence in running them smoothly as they currently exist.

Continuing throughout the year, you'll begin expanding the ways in which these two functions operate. For volunteers, you'll be finding new ways for them to get involved. For patients, you'll be growing our support options and identifying partner organisations for partnerships and programme delivery. This will involve direct work with both groups through surveys, workshops, and listening events.

By month six, you'll be supporting volunteers and interns assigned to OUTpatients' projects. You'll also be working directly with interested volunteers to pilot new peer services that meet the needs of our community.

By the end of your first year, we'd expect you to have designed a new peer support programme that is holistic and sustainable for our service users. We would expect to see a growth in our volunteer base and evidence of their involvement across OUTpatients' outputs. An evaluation report that reviews this work across development, challenges, and impact that features beneficiary and volunteer insights will be created and presented to the senior leadership team.

Person specification

Knowledge

- **Knowledge of volunteering and the law**
- **Knowledge of data protection laws**
- Sound knowledge of **adult safeguarding** and risk management
- An understanding of the specific barriers, challenges and systemic **inequalities faced by the LGBTIQ+ community** in healthcare

Experience

- **Experience working with communities** that includes management or organisation of others
- **Experience in intersectional approach to planning** that delivers high quality outputs for all
- **Experience in monitoring service effectiveness and quality outcomes** including designing monitoring and evaluation frameworks and methods

Skills

- **Strong written, verbal and facilitation skills:** Possessing an ability to translate complex clinical language into warm, accessible and inclusive information for non-clinical staff and patients.
- **Confident public speaker and organisational representative:** Holding an ability to communicate with clarity, compassion and impact, ensuring messages inspire action.
- **Strong analytical skills:** Confident using performance, safeguarding, complaints, incidents, outcomes and feedback data to identify patterns, support decisions and improve services.

Personal qualities

- **Mission-driven:** Deeply motivated by OUTpatients' purpose and committed to improving the experiences and outcomes of LGBTIQ+ people affected by cancer.
- **Integrity and authenticity:** Acts with honesty, integrity and professionalism, takes personal responsibility for their commitments and brings authenticity to their relationships with colleagues, partners and communities.
- **Emotionally intelligent:** Self-aware, empathetic and attentive to the impact they have on others, with the ability to build trust and navigate sensitive or challenging situations with care.
- **Curious and open-minded:** Brings curiosity, humility and a genuine willingness to learn, listen and change their perspective when new information or experiences challenge their assumptions.
- **Resourceful and resilient:** Positive, solutions-oriented and able to maintain momentum and perspective when faced with ambiguity, setbacks or competing demands.
- **Self-directed:** Highly self-motivated and comfortable taking initiative, working with autonomy and exercising sound judgement while knowing when to seek input or support.

Terms and benefits

Contract and salary

This role is offered on a part-time, 2.5-year fixed term contract. Continuation subject to funding.
Salary is offered at £30,000–£32,000.

Pension

OUTpatients contributes 3%.

Annual leave

We offer all of our full-time staff 25 days annual leave plus bank holidays. Part-time staff will receive this allowance pro-rated.

Location and working arrangements

OUTpatients works on a hybrid basis in line with our flexible working principles. We invite our staff to work flexibly between their home and our office as part of an agreed schedule with the CEO.

Full-time employees work a 35-hour week and core hours of 10:00 – 16:00.

Part-time employees are requested to work in full or half-day blocks during core hours.

Benefits

We offer additional time off between Christmas Day and New Year's Day.

Our jobs include an annual salary increase (subject to performance)

We provide training options to support you in your role.

We organise at least two staff socials and outings each year.

Equity, diversity & inclusion

Working at OUTpatients

OUTpatients aspires to be representative of the communities we serve at all levels across the organisation.

We each commit to being advocates and stewards of our values at all times. We champion a culture of diversity and inclusion, and work to ensure every employee feels they belong.

We understand that we each need to take responsibility for contributing to positive outcomes, to build a healthy culture; enabling OUTpatients to be a great place to work, and ultimately, better serve our beneficiaries.

Our recruitment process

OUTpatients is committed to running an inclusive, equitable and accessible recruitment process that genuinely reflects the diversity of the communities we work with and support.

Our work brings together people from different identities, cultural backgrounds, faith traditions, and socioeconomic experiences, and we believe leadership is best when it mirrors this breadth.

We welcome applications from people with lived experience of living with cancer, belonging to the LGBTIQ+ community and from groups historically underrepresented in leadership roles. We recognise the value that comes from people whose perspectives are shaped by real-life experience of the issues at the heart of our mission.

Equity is central to our work, and this extends to recruitment. We work to remove barriers, ensuring fair access to opportunities through transparent processes, reasonable adjustments, and supportive engagement at every stage. We want all candidates to feel able to participate fully, whatever their background or access needs.