

Role Title: FamilyLine Specialist

Time Commitment: Approx. 2hrs per month on an ad hoc basis

Location: Homebased

Reporting to: Volunteer Coordinator

Purpose of Role:

FamilyLine provides telephone, text and email support to adult family members as they go through the trials and tribulations of family life. Service users contact FamilyLine for many reasons, which may include but not limited to parenting, hardship, isolation, relationship breakdown, domestic abuse, immigration, education, disability and additional needs.

FamilyLine Specialists each bring a different area of knowledge to the team, they provide specific information, guidance and signposting relative to their expertise. The role involves responding to email requests from Volunteer Coordinators and does not require any direct contact with service users.

We are looking for volunteers who've gained skills through a career in a relevant field.

FamilyLine Specialists provide information which helps service users to:

- Feel more confident in managing practical issues
- Access information about services that can enable their family to live well
- Manage challenges that cause family breakdown or lead to crisis

Responsibilities

- To be available to provide email support and guidance to Volunteer Coordinators who will distribute the information to the appropriate volunteers
- To provide good quality information and guidance in your area of expertise
- To understand and abide by all relevant Family Action Policies and Procedures
- To engage with a Volunteer Coordinator who will provide on going support and assessment of training needs
- To maintain confidentiality and professional boundaries at all times
- To positively promote Family Action values and if called upon to act as an ambassador of the charity.

Support

Volunteering for Family Action is not only personally rewarding, it is also a great opportunity to develop your skills. Family Line Specialists are supported throughout their journey by Volunteer Coordinators.

Volunteers have access to Family Action staff training which is relevant to their role.

FamilyLine Specialists have the opportunity to attend annual volunteer celebrations and are offered supervisions on request.

Benefits

- Becoming a part of Family Action, the largest national family charity established in 1869
- The opportunity to be part of a new service supporting families during challenging circumstances, providing a rewarding volunteering experience
- Training and development opportunities
- Being part of a virtual team
- Support and guidance from skilled Volunteer Coordinators
- The opportunity to be involved in group work, gaining further skills and knowledge
- The opportunity to build a portfolio of your training, skills, experience and qualities

Skills and attributes required:

- Able to provide knowledge, insight and guidance in your area of expertise
- Basic computer skills and access to a computer, email address and the internet
- Non-judgmental and accepting of difference
- Friendly, reliable and consistent
- Emotionally mature
- Able to demonstrate commitment
- Demonstrate good written communication skills
- A desire to help individuals gain coping skills to better manage stressful situations