

## Role Title: FamilyLine Volunteer

Time Commitment: 2 hours per week with an additional 1 hour per month for supervision

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.

- Are you a good listener with an empathetic approach?
- Can you positively communicate with others regardless of their background or circumstance?
- Do you have the skills to be able to support others to identify their priorities and find the right solution?

FamilyLine Volunteers are on hand to support the helpline and provide one to one weekly telephone support to service users through Befriending sessions.

We are looking for volunteers who have gained these skills through their own life experiences, whether through personal circumstance or a career.

### The volunteers help service users to:

- Talk openly about the challenges they face by using a calm and non-judgmental approach
- Recognise their own emotional and physical health needs
- Feel more confident in constructively addressing the behavior of others
- Manage relationships with members of their family
- Manage challenges that cause family breakdown or lead to crisis
- Access information about services that can enable their family to live well

### Responsibilities

- To arrange telephone appointments with service users at mutually agreeable time on a weekly basis
- To be part of a rota system during helpline opening hours

- To provide immediate support using a positive, non-judgmental and empowering approach
- To understand and abide by all relevant Family Action policies and procedures
- To keep records of all interactions with service users
- To engage with Volunteer Coordinators who will provide ongoing support and assessment of training needs.
- Participation in monthly group phone calls and one – one supervision
- To build trusting relationships with service users, fostering open and honest communication
- To maintain confidentiality and professional boundaries at all times
- To positively promote Family Actions values and if called upon act as an ambassador of the charity

#### Training and Support:

Volunteering for Family Action is not only personally rewarding, it is also a great opportunity to develop new skills. In addition to the training programme, volunteers are supported throughout their journey by a team of Volunteer Coordinators.

FamilyLine Volunteers are provided with the all the training required to carry out the role, which includes (but is not limited to) using the online system, effective communication and safeguarding legislation and procedure. Volunteers have access to the Family Action staff training relevant to their role.

Volunteers are required to join our telephone group supervision sessions and will have the opportunity to attend volunteer celebrations events.

#### 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
- Regular training and development opportunities
- Being part of a virtual team
- Support and guidance from skilled volunteer coordinators including regular supervision and debriefs
- 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
- Opportunity to improve future employment prospects

**Skills and attributes required:**

- Basic computer skills and access to a computer, telephone and the internet
- Ability to quickly develop and sustain trusting relationships
- Non-judgmental and accepting of difference
- Friendly and reliable
- Be able to demonstrate empathy
- Ability to manage own and others emotions
- Emotionally mature
- Able to demonstrate commitment, reliability and consistency
- Demonstrate resilience and the ability to remain calm in times of stress
- Demonstrate good listening and communication skills
- Ability to understand the experiences of others
- A desire to help individuals to gain coping skills to better manage stressful situations relating to family life
- To be open to challenge and to be able to challenge while maintaining trust and relationships