

# Parent Helpline Volunteers



## Digital Parents Support Service

**Location:** Homebased or based in Family Action Call Centre, London, SE23 2JF

**Time Commitment:** 4 hours per fortnight

Volunteering with our virtual parents support service can make a huge difference to the lives of families. Being a parent or carer to a child or young person can often be difficult without emotional support and guidance there to help. Many parents feel confused by what information is available or struggle to access services close to home and at a time that support is needed.

Our newly launched virtual parent support service tackles these issues in a new and innovative way by using a network of volunteers from across the country to support parents through telephone calls, email and text message. Our parent helpline volunteers are the first point of contact for parents accessing the service and provide a range of support as well as signposting callers to our volunteer virtual befrienders.

### About the service

The newly developed National Digital Parents Support Service provides digital and telephone support to parents and carers as they face issues or challenges which are impacting on their families day to day living. The areas of support may include but is not limited to parenting, hardship, isolation, relationship breakdown, domestic abuse, immigration, education, disability and additional needs. Parents and carers will be able to access the service by calling the dedicated free phone helpline, using the text messaging service or by email and will be offered support appropriate to their needs.

### What we have to offer you

- 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
- 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

**For more information, please contact Nicola Neville on 07970 168901 or Sonia Paul on 07966 926755. You can also email [DPSS@family-action.org.uk](mailto:DPSS@family-action.org.uk) or visit [www.family-action.org.uk/get-involved/volunteer](http://www.family-action.org.uk/get-involved/volunteer)**