



National Digital Parents Support Service

Role Title: Virtual Expert Volunteer

Time Commitment: Approx. 2hrs per month for 12 months

Location: Homebased

Reporting to: Volunteer Coordinator

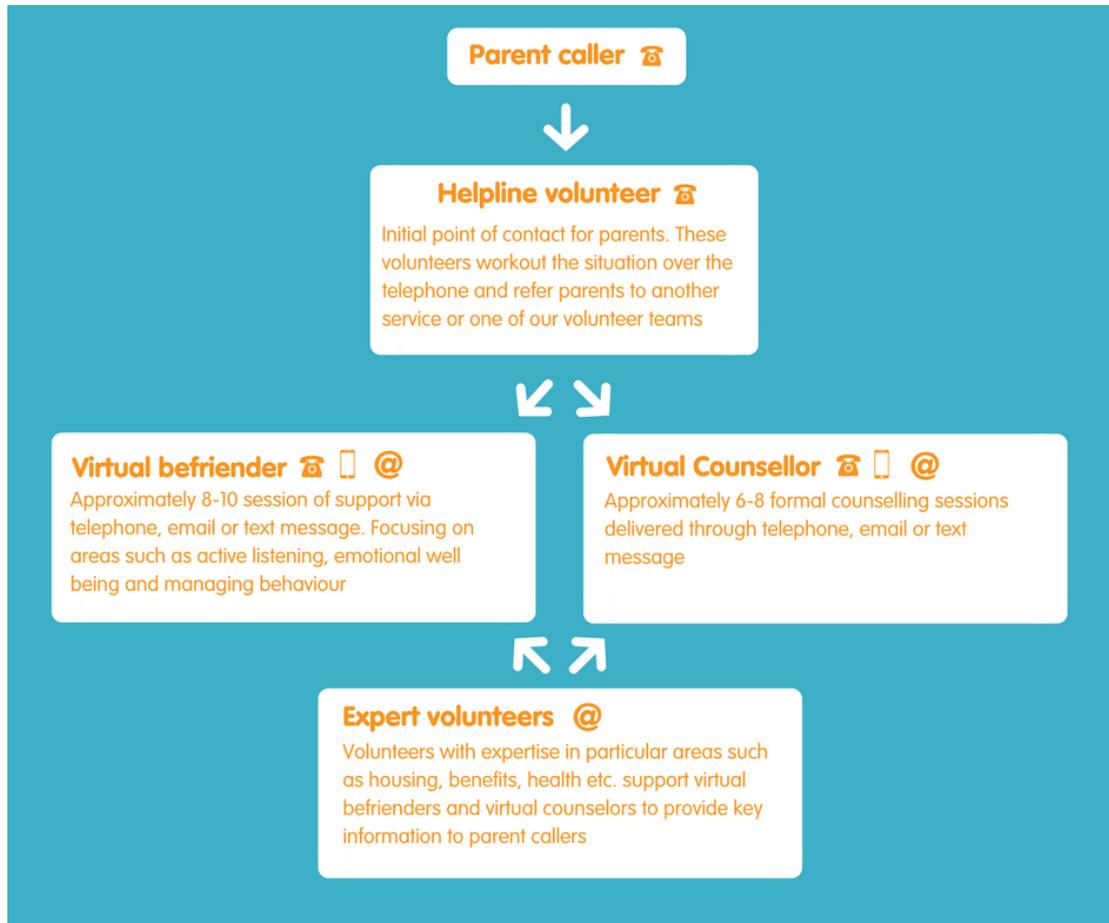
Purpose of Role:

The newly developed National Digital Parents Support Service provides digital and telephone support to parents and carers where 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 freephone helpline, using the text messaging service or by email and will be offered support appropriate to their needs.

The Virtual Expert Volunteers come from a range of backgrounds including but not limited to health, education, social care, legal, housing, immigration, finance and/or benefits, special educational needs & disabilities and other areas relevant to family life. They provide specific information, guidance and signposting relative to their experience. The role involves responding to requests from Parent Helpline Volunteers and Virtual Parent Befrienders by email and does not require any direct contact with the parents and carers accessing the service.

The Virtual Experts Volunteers offer an additional and valuable resource on specific practical or technical issues that need more expert knowledge.

We are looking for volunteers who've gained skills through a career in a relevant field and would particularly welcome applications from volunteers aged 50+. Volunteers are asked to commit approximately 2 hours per month to answer the email queries.



The volunteers provide information which helps parents 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 Parent Helpline and Virtual Parent Befriender 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. Virtual Expert Volunteers are supported throughout their journey by Volunteer Coordinators.

Volunteers have access to Family Action staff training which is relevant to and would support them in their role.

Volunteers are invited to join telephone group supervision sessions and have the opportunity to attend volunteer celebrations to meet other volunteers and share skills, experiences and ideas.

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 relating to being a parent

Funding for the Digital Parents Support Service is provided by Nesta. The Second Half Fund is a fund from innovation foundation Nesta and the Department for Digital, Culture, Media and Sport that will support the growth of innovations that mobilise the time and talents of people aged 50+ to help others, alongside public services.



**Building
stronger
families**