

Volunteer Role Description

Volunteer Assistant - Parenting Groups Southend Stronger Families

Location:

Within Southend Borough Council

Purpose of Role:

To be part of a friendly team providing caring, empathetic and holistic support to local families

Responsibilities / role description:

- Contact Service Users prior to groups to encourage attendance
- Provide practical help preparing venue and resources for group meetings
- Meet and greet parents attending the groups
- Make tea and coffee
- Provide any additional support to an individual Service User where a need has been identified
- Ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults
- Comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users, volunteers and other members of the community
- Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare

Time commitment required:

Around four hours a month

Skills and Attributes:

- Friendly, empathic and non-judgmental attitude
- Good organiser

- Effective communication skills, confident speaking to a diverse range of people and an active listener
- Able to work in a confidential environment
- A strong team player
- Accurate record keeper

Benefits of Volunteering:

- An excellent opportunity to develop new and existing skills
- The opportunity to gain experience in health and social care services
- The chance to be at the heart of your local community, meet new people and be part of an enthusiastic team
- Out of pocket expenses
- A reference

The Volunteer Recruitment Process:

- We ask you to complete an application form
- We invite you to an informal meeting to explore your application and suitability for the role. This is also an opportunity for you to ask questions to help you decide for yourself whether the role is right for you
- If it is decided that the role is not for you, there will be an opportunity to explore other volunteering opportunities within the organisation with the Volunteer Coordinator
- If it is decided that you will proceed with your enquiry, you will be asked to provide two references and undertake a DBS check
- Once we received satisfactory references and a DBS check you will be invited to undertake the Induction programme and a start date will be agreed
- You will be provided with ongoing support through regular supervision meetings, regular training and any other support as required

Please send your application form to Deborah.webb@family-action.org.uk

For further information please email Deborah Webb or call 01702 431109