

Volunteer Role Description

Family Support Volunteer, 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:

- Supporting families with routines, parenting strategies, housing issues, employment and managing challenging behaviours
- Supporting families emotional wellbeing as a trusted adult for them to be able to talk to about challenges they face
- Empowering families to be independent
- Developing a safe and stable friendship with the whole family helping to build confidence and self esteem
- Introducing families to new opportunities and activities through sign posting to local services
- Using Family Action's assessment tools and complete data records
- Ensuring all service users receive a high quality experience Alerting your supervisor to any difficult situations
- To 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
- To 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
- To 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 week

Skills and Attributes:

- Friendly, empathic and non-judgmental attitude
- An understanding of working with vulnerable families

- Open-minded to different perspectives in the context of parent/child interactions
- 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 complete the volunteer application form and send it to Deborah.Webb@family-action.org.uk

For more information about the role please email Deborah Webb, or call on 01702 431109