

Stockton Family Outreach & Volunteering Service

Role description – Befriending Volunteer



Purpose

Family Action in Stockton are part of the 0-19 service. Our volunteers work in the Family Hubs, out in the community and within the family home. They help and support Children, Young People and Families to learn life skills and gain confidence. **Befrienders work directly with an assigned family in order to support them to make positive changes. They have some of the greatest responsibility of all the volunteering roles. Befrienders offer support in the family hubs, in the community and in the family home itself. They work closely with Family Outreach Support Workers in order to deliver specific interventions.**

What we will ask of you

- Work with a specific family for as long as is required (within your committed 6 months)
- Provide advice, guidance and emotional support while the families make their changes
- Follow instructions from Family Outreach Support Worker(s) and report back on successes/challenges
- Be supportive and empathise with the family whilst helping them to find solutions
- Empower the family to stand on their own feet and make decisions/take action for themselves
- Be constantly vigilant of possible safeguarding concerns and take appropriate action
- Make accurate notes on your intervention and its outcomes, using a Family Action template

- Undergo an Enhanced Disclosure and Barring Service (DBS) check
- Undergo all training and supervision as required by Family Action
- Comply with Family Action's policies and procedures, including Safeguarding, Health and Safety, GDPR and Diversity & Equality. Safeguard the welfare of children and vulnerable adults. Protect your own health, safety and welfare. Positively promote the principles of these policies amongst colleagues, service users, volunteers and other members of the community.

- Throughout your volunteering role, evidence Family Action's values by:
 - a) Being people focused
 - b) Reflecting a 'can do' approach
 - c) Striving for excellence in everything we do
 - d) Having mutual respect for everyone we work with, work for and support through our services.

Who will be in your team

You will work independently of other volunteers, but very closely with a Family Outreach Support Worker. Some Befrienders will be assigned to the Vulnerable Parent Pathway in which case you will work closely with health professionals too. You will *always* have the support of your Volunteer Coordinator or Volunteer Support Worker – either by phone, email or in person.

Where you'll be based

Befrienders will mostly work from the family's home, but the role is about empowering the family to make positive changes which will include getting out into the community more and accessing services.

Time commitment

We ask all of our volunteers to commit to a minimum of 6 months, 3 hours per week.

What's in it for you

Befrienders will gain specific experience of family support, and work closely with professionals across the 0-19 service including Family Action staff and Health professionals. It is possible that Befrienders will get involved with Team Around the Child/Family meetings to help support the family and share information.