

# Stockton Family Outreach & Volunteering Service

## Role description – Community Champion 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. **Community Champions are attached to a specific service (e.g. Healthy Start clinics) or activity (e.g. buggy fit) and work with groups rather than specific families. They aim to build strong links within the community and to signpost families to the services they need. Champions also support community events.**

### What we will ask of you

- Welcome families to the hub, to services, activities or events
- Be a familiar and friendly face – able to engage and chat with families
- Empathise, encourage and support families to share their concerns with you
- Keep up to date with information on a wide range of family based services across Stockton, actively promoting Family Hub services within the Hub and the local community
- Take (or share) responsibility, alongside FA staff, to organise and run community events e.g. summer fun days, Christmas parties, events with specific themes or aims
- Take an active role in empowering families to have their voice heard
- Keep accurate records, appropriate to the role, 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

Your team will depend on the service or activity you support. Your team might include other volunteers, Family Action staff, Health Professionals or you may even volunteer fairly independently. 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

Services / activities will run from the Family Hubs in the first instance.

**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**

The Community Champion volunteer will gain specific experience in: working directly with families in a listening and signposting role, event planning and management, steering and consultation.