

# Community Support Volunteer

## Leeds

### Purpose of role:

To assist and support families to access activities and attend appointments within the local community and other external settings, encouraging strengths and inspiring them to sustain positive changes in their life.

### Time commitment required:

A minimum of 3 hours per week for 8 weeks (this includes writing up notes and travel time)

### Your key responsibilities will be:

- Assisting families with shopping at the local supermarket
- Accompanying to appointments; GP, dental, opticians
- Support with accessing public transport
- Accompanying on social activities; park, picnic, farm, craft groups
- Actively promote services within the local community and introduce families to new opportunities and activities through sign posting to local services
- Accompanying parents to workshops/programmes
- Support with sustaining established strategies around behaviour management when out in the community
- Empower families to be independent and support their emotional wellbeing, helping to build confidence and self esteem
- Ensuring a high quality experience for families alerting your supervisor to any difficult situations
- Undergo all training and supervision as required by Family Action
- To ensure you have an understanding 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 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

### This role would suit people who:

- Enjoy supporting others whilst out in the community
- Have a friendly, empathic and non-judgmental attitude whilst promoting social and economic inclusion

- Have an understanding of working with vulnerable families
- Are open-minded to different perspectives in the context of parent/child interactions
- Have effective communication skills, confident speaking to a diverse range of people and an active listener
- Are a strong team player
- Are self-motivated and able to work independently
- Is an accurate record keeper

#### Benefits of volunteering:

- An excellent opportunity to develop new and existing skills
- The opportunity to gain experience and enhance learning and development by further training run by Family Action and potentially outer agency training
- 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, regular supervision, guidance and support
- Access to our standard e-learning package

#### The volunteering recruitment process:

- 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 Engagement 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, e-learning and any other support as required

We welcome applications from all sections of the community. For more information and an application form, please contact the Volunteer Engagement Coordinator, Milli Sugden via Email: [amelia.sugden@family-action.org.uk](mailto:amelia.sugden@family-action.org.uk), Mobile: 07971 755553 or on our Office no: 0113 532 6587

Appointments are subject to Family Action receiving an enhanced disclosure from the Disclosure & Barring Service and two references which we consider acceptable.