

Volunteer Role Description

Child and Family Support Service 0-19 - Barrow Admin Volunteer

Location – Barrow

Time commitment – regular commitment required (to be agreed at interview)

How you can help us – share and embrace Cumbria’s vision of ‘a great place to grow up and for children and young people to have the opportunity to become everything they want to be’

What’s involved

- Providing a warm and welcoming reception service for all visitors, taking calls and dealing with general enquiries.
- Adhering to confidentiality, safeguarding and information sharing protocols
- Building up knowledge and understanding of local resources and community
- Photocopying, incoming and outgoing post, email communications, filing, booking of rooms and keeping notice boards current.
- Promoting a positive image of Family Action, assisting in developing promotional materials and supporting awareness of our services.
- Assisting families to access, build and maintain effective relationships with the Centres and other support services.
- To be able to evidence Family Action’s values at all times, which underpin Family Action’s mission of ‘building stronger families’ 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
- Ensuring 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.
- Complying 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 and other members of the community.
- Complying 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: Have a friendly and approachable manner

- Have the ability to be part of a team
- Have basic office skills or a willingness to learn
- Understand the importance of confidentiality
- Communicate sensitively with parents/carers and their children
- Have good spoken and written English skills
- Are enthusiastic, committed, trustworthy and reliable
- Are supportive and non-judgmental

What's in it for you?

- Gaining administration and reception skills and experience
- Improving your confidence
- A sense of fulfilment in helping children and their families
- Regular support and supervision from supervisor
- Improving your CV and employability
- Making a real difference to the lives of children and families with in the local community
- Being part of a friendly team.
- Out of pocket expenses

Training and support you will receive

As a volunteer with Family Action, you will get:

- Access to our standard e-learning package, giving you a great basic introduction to topics such as Safeguarding and Equality and Diversity.
- Face-to-face training to ensure that you are fully equipped with the knowledge and skills needed for this role.
- Regular meetings with your supervisor to discuss any challenges you are facing, and celebrate your progress in the role.
- Ongoing support from your supervisor and the wider team.