

## Volunteer Role Description

### Child and Family Support Service 0-19 - Barrow Play & Learning Volunteer

**Location** – Barrow / Dalton

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

**How you can help us** – by sharing and embracing 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

- Supporting the delivery of open-access services by providing practical help, preparing venue and resources for group.
- Supporting parents in understanding their child’s developmental needs and the importance of play.
- Meeting and greeting parents attending the groups, ensuring appropriate attendance forms are completed.
- Supporting families by understanding the diversity of our community and ensuring our services are inclusive and accessible to all.
- Building up knowledge and understanding of local resources and community and statutory services.
- Assisting families to access, build and maintain effective relationships with the Centres, this may involve contacting Service Users prior to groups to encourage attendance.
- Playing an active part in the team, working collaboratively to ensure the smooth running of the service.
- Undertaking training (appropriate to your role) according to the needs of the service.
- 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

- 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 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:

- Have a friendly and approachable manner
- Have the ability to be part of a team
- 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 experience and confidence within a professional setting.
- Developing knowledge around Child & Family Support.
- An excellent opportunity to develop new and existing skills.
- Improving your CV and employability.
- A sense of fulfilment in affecting positive change in the lives of parents / carers.
- Making a real contribution to supporting parents/carers and in turn their children within the local community.
- Being part of a friendly and dedicated 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.