

Keeping Connected Volunteer

Families Together Leeds

With the current COVID-19 pandemic, for some, the lack of human contact can cause stress and loneliness.

While it's vitally important to practice safe social distancing to prevent the spread of COVID-19, it's also important that we continue to support families' emotional wellbeing during these trying times. We can practice healthy social and emotional interaction by staying connected virtually.

How you can help us: To offer regular telephone, text or video call support to **families**. This may be supporting them with emotional wellbeing, parenting and isolation. Volunteers may also be supporting those in light of the Covid-19 pandemic; checking in on their general wellbeing and offering emotional support.

Please note: We can agree for support to take place out in the local community **if** the volunteer and family member are willing and comfortable to do so. If this is the case, both parties must adhere to the strict social distancing guidelines in place by the government, the Family Action Covid-19 risk assessment and undergo an individual health risk assessment.

Time commitment/ Location: 2 hours per week - this includes writing up notes, with an additional 1 hour per month for supervision. This role is homebased (unless agreed to provide some support out in the community).

Reporting to: Volunteer Engagement Coordinator

As a volunteer, you will help families to:

- Talk openly about the challenges they face by using a calm and non-judgmental approach
- Recognise their own emotional and physical health needs
- Manage relationships with members of their family
- Manage challenges
- Access information about services that can enable their family to live well

What's involved?

- Volunteers will be given a Family Action volunteer mobile phone to use during their volunteering hours only, in order to make calls/texts/video calls to families and the VEC.
- To arrange telephone appointments with the service user at a mutually agreeable time on a weekly basis.
- To provide support using a positive, non-judgmental and empowering approach.

- Volunteers will need to gain an understanding of, and comply with, all relevant Family Action Policies and procedures as well as positively promote Family Actions values.
- To keep records/detailed recordings of all interactions.
- To engage with the Volunteer Engagement Coordinator who will provide ongoing support, one to one supervision and assessment of training needs.
- Participation in monthly group calls with the VEC and other volunteers.
- To build trusting relationships with families virtually, fostering open and honest communication.
- To maintain confidentiality and professional boundaries at all times.

This role would suit people who:

- Have basic computer skills and access to a computer, telephone and the internet.
- The ability to quickly develop and sustain trusting relationships
- Empathetic, non-judgmental and accepting of difference
- Able to demonstrate commitment, reliability and consistency
- Demonstrate resilience and the ability to remain calm in times of stress
- Demonstrate good listening and communication skills
- A desire to help individuals to gain coping skills to better manage stressful situations relating to family life

What's in it for you?

- Becoming a part of Family Action, the largest national family charity established in 1869
- The opportunity to support families during challenging circumstances, providing a rewarding volunteering experience.
- Regular training and development opportunities.
- The flexibility of volunteering remotely from home.
- Support and guidance from a skilled Volunteer Engagement Coordinator including regular supervision.
- The opportunity to be involved in group supervisions, build relationships with other volunteers and share skills/knowledge.
- Access to our standard e-learning package and further mandatory training.
- Opportunity to improve future employment prospects.

The volunteering recruitment process:

- You will be asked to complete an application form in which we will request two references.
- The Volunteer Engagement Coordinator will contact you to discuss 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.
- You will be asked to attend an interview via video call with the Volunteer Engagement Coordinator and another staff member. Once original ID documents are checked, you will undergo a DBS check.

- Once we received satisfactory references and a DBS check you will be invited to complete the Induction programme/Training sessions, and a start date will be agreed.
- You will be provided with ongoing support through regular one to one supervision meetings, group supervisions 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:** leeds.volunteer@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.