

FAMILY SUPPORT SERVICES VOLUNTEERING ROLE DESCRIPTION

Aim of Role

Volunteers give support to parents at times of stress or crisis to enable the parent to work through or come to terms with difficult situations and access local community support networks/services as/when appropriate.

Reporting Line

Volunteers report to the Family Support Service Co-ordinator, or if not available, the UKLC Head Office.

Volunteer Role Requirements

- A commitment to visit their service user on a regular basis, within their own home or the community.
- To ensure that the dates and times of visits meet with the needs of the service user
- To attend induction training and to endeavour to attend any additional training sessions that are made available.
- To discuss any areas of concern about the needs of the service user with the coordinator
- To attend meetings/appointments with the service user if requested to do so.
- To work in partnership with others who may be involved in supporting the service user or their children
- To maintain a log of visits as explained by the coordinator
- To reclaim service-related expenses on a monthly basis using the Charity's claim form
- To attend support meetings with the UKLC coordinator (approximately every 5 weeks)
- To work to UK Latin Community policies and procedures
- To maintain confidentiality in relation to service users
- To work in a non-discriminatory manner that shows respect for everyone
- To be aware of personal safety issues when working as a volunteer
- To inform the coordinator if you are unable to meet commitments or are going on holiday

Due to the nature of this volunteer opportunity the role is subject to a DBS check. (Police Check)

PERSONAL SPECIFICATION

WHAT WE'RE LOOKING FOR IN YOU!

- A commitment to supporting children and young people
- An understanding of the issues relating to vulnerable children and young people.
- An understanding of the barriers faced by vulnerable children and young people
- Friendly and approachable
- Ability to maintain boundaries and confidentiality
- Ability to communicate clearly
- Willingness to commit to volunteering
- Willingness to participate in initial and ongoing training
- Pragmatic approach to resolving problems
- Honest and trustworthy
- Punctual, reliable and well-organised
- A commitment to equality and diversity with service users and other workers
- A good sense of humour