

Families First Volunteer Recruitment Pack – Role Description

Post: Family Support Service Volunteer

Main Purpose: To offer a supportive, consistent relationship that will offer companionship and new opportunities to the parents and carers who use the Family Support Service. You will support the adults to help them manage the challenges they face in life by spending time with them to talk and listen to help them work out what would improve their lives.

Accountable to: Family Support Coordinator

Key Tasks:

1. In partnership with Families First staff and, if relevant, external agencies, provide opportunities for parents and carers to improve their circumstances either through individual or group activity support.
2. To become involved in the planning development and implementation of the activities Families First delivers to parents and carers.
3. Support the parents and carers alongside staff in line with the agreed plan, or programme of activities.
4. To be a positive role model for parents and carers by drawing on your own experience and expertise. Demonstrating personal qualities such as commitment, empathy, good listener, patient and reliability.
5. To ensure all resources are kept clean, tidy and in good working order in accordance with the organisation's Health and Safety policies and good practice guidance.
6. To be aware of Families First Child and Adult Protection procedures and to operate within them at all times.
7. To help with the monitoring and evaluation of services by recording activities and maintaining administrative and financial records as appropriate.
8. To support your colleagues by attending Families First meetings and becoming involved in the development of Families First services.
9. To reflect on professional practice and identify personal training needs through supervision with your supervisor.
10. To be an ambassador for Families First and promote the organisation in a positive light whenever the opportunity arises.
11. Families First exists to respond to the needs of families and individuals in the community, and many of the tasks and responsibilities are, therefore, unpredictable and varied. It is expected that all volunteers will work in a flexible manner when required, undertaking tasks that have not been specifically covered in the role description to support their colleagues.