

Family Mentor, Hillingdon

The role

The volunteer will be fully supported and trained to provide the following activities:

- Offer practical and emotional support to parent/carers accessing the Hillingdon Family Support Service
- Use the Coram Family Lives support model and tools to provide an empathic support service
- Ensure that all service users receive a high-quality experience
- Signpost users to other agencies for information and additional support
- Provide support on a 1:1 basis either in the family home or community settings to build and maintain a positive relationship with the family over 6-8 weeks
- Help the family to attend appointments and access community facilities
- Support the parent/carer to attend meetings with other specialist services
- From time to time, as requested, help Coram Family Lives raise awareness of the project by engaging in outreach work e.g. stands and drop-ins at local community venues and distributing promotional materials

Expectations of volunteers

- Attend the initial four-day core volunteer training and the half day induction training
- Participate in regular support, 1:1 meetings and Practice Development Groups (PDGs)
- Maintain confidentiality (according to the guidelines of the project) and adhere to the other policies and procedures of the organisation and project
- Maintain regular contact with their supervisor and inform them if they are unavailable
- Provide session records and other reports as directed
- Follow policies and guidelines designed to ensure volunteer safety

Time

- The role of peer support volunteer requires a commitment of 1.5 hours a week
- Attendance at 1:1 review meeting (1 hour every 6 weeks)
- Initial training is 16 hours spread across four days
- Attend ongoing development and training groups
- We request a minimum commitment of 6 months

Location

Working within family homes and at various community venues in Hillingdon

What volunteers won't be expected to do

- Communicate with services directly on behalf of the family e.g. by engaging with practitioners at meetings or by making telephone calls to services the family are already engaged in
- Undertake practical support e.g. shopping, housework etc. on behalf of the parent/family, unless you and your mentor believe this will move the family forward significantly
- Offer childcare/respice care

Volunteer benefits

- Satisfaction in making a real and lasting difference to families who are struggling
- An opportunity to develop experience and skills for future training and work
- Being part of a team of Coram Family Lives staff and volunteers
- Opportunities to meet and interact with a wide range of people
- Travel expenses reimbursed
- Flexible hours

Volunteer person specification

We are looking for individuals who:

- have experience of parenting and/or a caring role or demonstrable experience of work with parents or children e.g. in their work, previous volunteering or a previous role
- you do not have to be a parent yourself
- are good listeners and have an ability to empathise with all parents regardless of race, gender, age, religion or belief, nationality, marital status, sexual orientation, or disability
- can demonstrate a willingness to question their own attitudes e.g. toward different forms of parenting
- can remain open minded and non-judgemental
- have good written and verbal communication
- have good keyboard and IT skills
- are willing to commit to work within Coram Family Lives' policies, in particular our Confidentiality Policy and Risk of Harm Procedures, ensuring that Coram Family Lives can keep the volunteer and families using the service safe at all times
- are able to work individually as well as part of a team and attend team meetings and PDGs and 1:1 review meetings
- are prepared to travel to local venues and events
- are willing and able to give a minimum of 6 months' commitment to the project

Other

An Enhanced DBS is required for this role. This will be undertaken and paid for by Coram Family Lives.

To apply

1. Visit [volunteering | Volunteer Hub | H4ALL](#) and download or print an application form OR Email volunteerhub@h4all.org.uk to request an application form to be sent to you by email or post
2. Send your completed form by email to volunteerhub@h4all.org.uk OR post to H4ALL, Volunteer Development Team, Key House, Yiewsley, UB7 9BQ
3. Call 01895-676-111 to speak to a member of the H4ALL volunteering team in person