

City Family CIC

Volunteer Role Description

Title	Child Contact Centre Volunteer
Based	Westcliff-on-Sea
Hours	We are seeking commitment of around 3-5 hours per week
Reports to	Contact Centre Co-ordinator
Role purpose	• Helping parents and children to prepare by attending a pre-visit. • Providing a welcoming environment, that is child focused.

About City Family

City Family is an ambitious, values-led charity committed to breaking down barriers to opportunity and empowering families to raise happy, healthy children.

As our organisation continues to grow, we are investing not only in new services but also in the systems, partnerships, governance and organisational capability that will enable us to deliver greater impact for children and families across our communities.

We believe that excellent organisations continually learn, innovate and improve. We embrace new ideas, collaboration and technology, ensuring that everything we do supports our mission while remaining rooted in our values.

About the Role

City Family is looking for a Child Contact Centre Volunteer who will help to support children to spend time with family members that they no longer live with.

This is an opportunity to play a key role in providing a safe venue, helping parents and children to prepare of their visits and provide a welcoming environment that is child focused.

This volunteer role will be provided with training that is designed to keep children safe. There are a number of these including: Safeguarding and Domestic Abuse.

As a volunteer we need you to be acutely aware of our Safeguarding Policy, and have no reservations about following this, where you identify a need to do so.

It is important that contact centres are 'short term stepping stones', with this in mind we will offer all families reviews, with the aim of helping them to move on from the service.

Safeguarding Requirement

City Family CIC is committed to safeguarding and promoting the welfare of children and young people. It is a requirement of all volunteers that they share this commitment and follow the prescribed policy and procedure to continuously promote a culture of safeguarding across the whole organisation.

We have a legal responsibility to take the action required that ensures children are kept safe. This information is recorded in the Safeguarding Policy. You will be asked to read this; we will talk to you about this in your induction and you will be provided with safeguarding training. If you become aware that any child or vulnerable adult is at risk, you should immediately report this to the Centre Co-ordinator and follow any guidance given.

Inclusive Practice

We work with people with varied and diverse needs and situations. It is important that we work with these in a non-judgemental way that is accepting and impartial.

- The families that use our service are vulnerable for several reasons.
- We will work with families who have physical disabilities and should remember that not all of these will be visible.
- We will work with family members that may have a variety of health needs.
- We will work with family members who have mental health or emotional difficulties and should remember that not all of these will be visible.
- We also work with families from different ethnicities, religions, and cultures. We will do our best to make all communities welcome and comfortable.
- We also support people who do not present as the gender they were assigned at birth.
- We may work with families that do not have English as a first language.
- We may work with individuals from a variety of sexualities.

At our Contact Service we celebrate diversity at our service and expect that those working with us will do the same.

Any volunteer or staff member found not to be working in this way may be asked to stop working at the service.

Key Responsibilities

- Setting up the contact centre, prior to families attending. This may involve completing health and safety checks, putting out toys, or preparing snacks, as directed by the team leader or co-ordinator.
- During the contact session you will be allocated specific tasks. This will usually mean being present during contact sessions but allowing space to ensure dignity and privacy.
- Certain tasks take place, whilst families are present. These may include:
 - Monitoring families
 - Monitoring Exits
 - Maintaining a Register
 - Offering refreshments

Administration

- Maintain accurate records.
- Ensure compliance with GDPR and organisational policies.

General Responsibilities

- Promote City Family's values.
- Attend supervision and training.
- Work collaboratively across the organisation.
- Undertake any other reasonable duties appropriate to the role.

Equalities

The post-holder must be aware of and respect difference and ensure that children have equality of access to opportunities to grow, learn and develop. They must have an understanding of, and commitment to, equality of opportunity and anti-racism issues.

Confidentiality

Confidentiality within our service is of crucial importance. The families that use our service are vulnerable, and it is important that we protect all information about them. We should avoid working with people (or having access to information about people) that we know, outside of the centre. If this does happen, please inform the co-ordinator without delay.

We should avoid talking about families:

- In a way that could be overheard by people not working at the centre.
- With people who do not work at the centre.
- In a way that could personally identify families.

Policies and Procedures

The post-holder must be aware of and comply with all the organisation's policies and procedures, including those relating to: bribery and corruption, safeguarding, confidentiality, data protection, health and safety, security, and signing agreements and contracts and financial matters.

This volunteer role description is not an exhaustive list of duties and you will also be required to carry out any other duties which may reasonably be required of you in accordance with the needs of City Family CIC. You are also required to be flexible and adaptable with respect to your role.

Person Specification

Qualifications

There is no minimum qualification required for this role, although we will usually try to recruit people who may have transferable skills from other roles, or from any previous time spent at the contact service in other roles. Although, you will be required to engage in an induction, which will include:

- Shadowing
- Mentoring
- Reading Policies
- Undertaking Training

Experience

Desirable

- Experience within a Contact Centre, charity or community organisation.

Knowledge

Essential

- Awareness of the importance of confidentiality and GDPR.

Desirable

- Understanding of the VCSE sector.
- Awareness of children's and family services.

Skills

The successful candidate will demonstrate:

Essential

- Ability to build positive relationships
- Confidence using Microsoft Office
- Ability to work independently and as part of a team

Personal Qualities

We're looking for someone who has the following personal qualities:

- Patience
- Empathy
- Assertiveness
- Understanding
- Kindness
- Reliability
- Good time keeping
- Passionate about making a difference
- Committed to City Family's values

This post is exempt from the Rehabilitation of Offenders Act 1974 and requires a Disclosure and Barring Service check. Applicants must be prepared to disclose any convictions they may have and any orders which have been made against them.

If you have any convictions you are expected to talk to the centre co-ordinator about this, either prior to the DBS being initially completed, or as soon as applicable thereafter. Having a criminal offence may not bar you from the role, although the co-ordinator will be required to assess your fitness for the role.

References will be sought prior to your taking up the role. One of these will be from a recent employer or other person who knows you in a professional capacity. These checks will help us to ensure your appropriateness to work with children and families.

Expenses

Reasonable out of pockets expenses will be reimbursed (this would include parking, travel from home to office and return, sustenance (i.e. lunch of up to £5 if volunteering for more than 4 hours in one day)).

Professional Development

City Family believes in developing its people. The successful postholder will receive:

- Regular supervision.
- Opportunities to develop their skills.
- Support to build upon experience within a Contact Centre environment.

I confirm that I have received a copy of this role description and have had any questions about it answered.

Name of post holder: _____

Signature: _____ **Date:** _____

City Family

Our Vision

Our vision is to bridge and tackle the disparities that impact happy, healthy childhoods.

Our Mission

Our mission is to break down barriers to opportunity and empower families to raise happy, healthy children.

We will do this by:

- Delivering early intervention programmes and targeted support that responds to the needs of families at key life stages.
- Providing accessible services and guidance, ensuring every family can find the help they need when they need it.
- Tackling inequalities that impact happy, healthy child development through service delivery, community engagement and by championing children's voices.
- Working within the communities we serve by building strong partnerships to influence lasting, meaningful change for children.

City Family Values

Our Values

- We believe every child deserves to be safe – every family should have the support they need to provide a secure and nurturing environment.
- Innovation drives our approach – we review and evolve our services to meet the changing needs of families.
- Strong communities create stronger families – by working together, we build sustainable networks of support.
- Access should never be a barrier – our services are designed to be inclusive, ensuring families can get the help they need when they need it.

City Family Organisational Standards

Be accountable and honest	Ensure your actions align with your words and our values. Be truthful, stay committed to your responsibilities, respect confidentiality and avoid conflicts of interest. Own your actions and acknowledge errors promptly, working to rectify them.
Remain professional and positive	Approach situations and interactions with a can-do attitude. Be polite, encourage others and view challenges as opportunities for growth. Be flexible in your approach.
Respect others	Actively listen to others, communicate clearly, avoiding assumptions and judgements. Respond to tasks in a timely manner and treat others with dignity and compassion.
Be a team player	Actively contribute to City Family's vision, support your team and value diversity. Provide constructive feedback in a supportive environment.
Be consistent	Ensure your actions, words and decisions are consistently applied. Promote fairness and enable a supportive, inclusive environment.
Lead by example	Show commitment, positivity and embed values and standards throughout your leadership.