# Role Description

Family Support Volunteer- Family Support SEND- Wandsworth

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| **Role Title:** | Family Support Volunteer |
| **Hours** | 0.2 FTE ( 1 day a week) |
| **Supervised by:** | Family Support SEND Worker |
| **Location:** | Wandsworth Hubs |
| **Role Description:** | Providing valuable assistance and support to families who live in Wandsworth and who have a child with a disability |

# Role & Responsibilities

As a Volunteer in Family Support Service in Wandsworth, you will provide valuable assistance and support to families who live in Wandsworth and who have a child with a disability. You will help them navigate practical and emotional challenges, access essential services, and foster a positive and inclusive environment for the child. By offering your time and expertise, you will contribute to enhancing the wellbeing and overall quality of life for these families.

Responsibilities:

1. Provide Emotional Support:
   * Establish a compassionate and empathetic relationship with families, offering emotional support, active listening, and understanding.
   * Help families cope with the emotional impact of raising a child with a disability, providing encouragement and reassurance.
2. Practical Assistance:
   * Assist families in accessing appropriate local resources, including educational, healthcare, counselling, and recreational services.
   * Support families in navigating administrative processes, such as completing paperwork or arranging appointments.
   * Offer practical assistance with daily tasks, such as accompanying families to appointments, support with reading with a child, or just walking to a park when necessary.
3. Information and Guidance:
   * Offer clarity to families about available support networks, community organisations, and relevant government schemes to maximise their child's development and well-being.
   * Stay up to date with the latest information about available support groups, stay and play groups and various activities running in Children’s Centres as appropriate.
   * Help families with access to disability-related information on Local Offer website.
4. Advocacy (desirable but not essential):
   * Act as an advocate for families, promoting their rights and ensuring their voices are heard within the community and in interactions with service providers.
   * Collaborate with the Family Support Worker and other professionals to improve service provision and address issues affecting families with disabilities.
5. Organisational Support:
   * Maintain accurate and confidential notes of interactions with families, ensuring compliance with data protection and confidentiality policies.
   * Attend training sessions and meetings as required, enhancing knowledge and skills to better support families.
   * Communicate regularly with the volunteer coordinator or supervisor, providing updates, feedback, and seeking guidance when needed, especially around safety of a child or family member.
   * Attend monthly group supervision with Family Support Team Lead.

Qualifications and Skills:

* Genuine passion for supporting families and children with disabilities, and a commitment to promoting inclusivity and equality.
* Excellent interpersonal and communication skills, with the ability to build trust and establish rapport with families from diverse backgrounds.
* Empathy, patience, and non-judgmental attitude towards families facing challenges.
* Knowledge or willingness to learn about disability-related resources, services, and rights in Wandsworth.
* Reliable and responsible, with the ability to maintain confidentiality and professionalism.
* Flexibility to adapt to the unique needs and schedules of families.
* Previous experience or training in disability support, counselling skills, support work, or a related field is desirable but not essential.

Time Commitment:

* The time commitment may vary depending on the needs and availability of the families, but a minimum commitment of 2 hours per week is expected.
* Flexibility in scheduling, with the possibility of evenings or weekends based on the families' needs.

Perks and Benefits

* All our volunteers have access to our training and e-learning programmes to support with their development

Note: This volunteer position is not a substitute for professional therapists, counselling, or medical advice professional. Volunteers should refer families to appropriate professionals when necessary.

If you are interested in this volunteer opportunity, please contact us at [vacancies@bwwmind.org.uk](mailto:vacancies@bwwmind.org.uk) to express your interest and learn more about the application process.

Please note that all applicants are required to have references and enhanced DBS check.Top of Form