Kent County Council.
Role Description: Group Support – Volunteer.

**Group Support Volunteer, roles and responsibilities.**

This outlines your role as a Group Support Volunteer.

All volunteers will have a named mentor who will be your point of contact and will work alongside you and other members of staff. Once you have been allocated a mentor, they will arrange to meet with you beforehand. They will support you in your role to help you achieve the following elements of the role:

- To support the Early Help Support Worker in delivering Children’s Centre groups and activities.
- Create a welcoming environment for children, families, young people.
- Actively involving parents in their children’s learning.
- Setting up and clearing away of the group.
- Carrying out activities in groups.
- Taking photographs in sessions.
- Ensuring ground rules are adhered to.
- Keeping facilities clean and tidy.
- Sign posting to other services.
- Where possible attend staff meetings.
- Provide information on own observations and feedback from parents to inform planning of services.
- Undertake evaluations when required.
- Encourage parental feedback.
- Promote the Healthy Start vitamins to parents.

Skills required for the role of Group Support Volunteer include the following they are desirable but not essential:

**Knowledge**

- Creative background.
- Good knowledge of IT.
- Understanding of Children’s Centres or a willingness to learn.
- Proactive and outgoing personality.
- Understanding of Early Years Foundation Stage.
- Ability to work unsupervised.

**Volunteer commitment Requirements**

- This role would require a minimum of 2-3 hours per week between Monday and Friday (mornings or afternoons).
- Enhanced DBS check.
- Various safeguarding training.
- Prevent training.
- Data Protection and Information Governance training.
- Other training may also be available as identified in your Personal Development Plan.
Volunteer’s Goals:
• Gaining new experiences
• Meeting new people
• Improving self-esteem
• Building motivation
• Improve employability skills
• Introduced to new activities
• Reduce isolation
• Getting support
• Developing their skills
• Gaining knowledge
• Gaining experience
• Attend training courses

Volunteer’s Learning Outcomes:
• Use of photocopier
• Answering telephone
• Listen effectively
• Good customer care
• Work in a group or team
• Maintain a routine
• Be flexible
• Pass on skills to others
• Organise an event
• Be a befriender
• Support other people
• Be more confident

Benefits of volunteering with us
People volunteer for a range of reasons, and each volunteering opportunity provides its own unique experience. Volunteering can help you to:
• develop new skills and experience.
• enhance your CV.
• gain valuable references.
• meet new people.
• make a difference to other people’s lives.
• build your confidence in the workplace.

What we offer
It is important that you get the most out of volunteering with us. We will:
• introduce you to the organisation and provide you with a staff contact.
• offer equal opportunities to everyone who wants to volunteer, treating everyone with dignity and respect.
• match your skills and life experience with the right role wherever possible, listening to your motivations and aspirations.
• offer appropriate training and support for your role.
• listen to what you have to say, encouraging two-way communication.
• ensure your health, safety and welfare as a volunteer.
• provide access to trained members of staff to support, guide and advise you.
• offer fair, honest and timely feedback on your volunteer work.
• provide information about our policies and procedures.

Your commitment to us
As a volunteer, we will expect you to:
• aim for high standards of efficiency, reliability and quality in your volunteering.
• support, respect and adhere to our organisational policies, guidelines and management decisions including all aspects of health and safety, data protection and our Equality and Diversity Policy Statement
• act responsibly and within the law.