Kent County Council.
Role Description: Group Support – Volunteer – Bizzy Bee’s - Aylesham

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 Wednesday am.
• 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.