

### **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 Thursday 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:	Volunteer's Learning Outcomes:
<ul style="list-style-type: none"> <li>• Gaining new experiences</li> <li>• Meeting new people</li> <li>• Improving self-esteem</li> <li>• Building motivation</li> <li>• Improve employability skills</li> <li>• Introduced to new activities</li> <li>• Reduce isolation</li> <li>• Getting support</li> <li>• Developing their skills</li> <li>• Gaining knowledge</li> <li>• Gaining experience</li> <li>• Attend training courses</li> </ul>	<ul style="list-style-type: none"> <li>• Use of photocopier</li> <li>• Answering telephone</li> <li>• Listen effectively</li> <li>• Good customer care</li> <li>• Work in a group or team</li> <li>• Maintain a routine</li> <li>• Be flexible</li> <li>• Pass on skills to others</li> <li>• Organise an event</li> <li>• Be a befriender</li> <li>• Support other people</li> <li>• Be more confident</li> </ul>

### 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.