

Role Description

Family Support Volunteer- Family
Support SEND- Wandsworth



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 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.

