**Role Description**

**Child Contact Centre Volunteer**

**Section 1 – Purpose & Duties of Role**

1. As a volunteers at a supported child contact centre, our role is to support children to spend time with family members that they no longer live with.

We will do this by:

1. Providing a safe venue. This will be a venue where there is a relaxed atmosphere and where people know what is expected of them in terms of their conduct and behaviour.
2. Helping parents to prepare by attending a pre-visit.
3. Helping children to prepare by attending a pre-visit.
4. Providing a welcoming environment, that is child focused.
5. As a volunteer you will be provided with training that is designed to keep children safe. There are a number of these including: Safeguarding and Domestic Abuse. All volunteers are required to attend these in line with our training policy.
6. As a volunteer we need you to be acutely aware of our Safeguarding Policy, and have no reservations about following this, where you identify a need to do so.
7. It is important that contact centres are ‘short term stepping stones’, with this in mind we will offer all families reviews, with the aim of helping them to move on from the service.

**Section 2 – Duties of the Role**

1. Setting up the contact centre, prior to families attending. This may involve completing health and safety checks, putting out toys, as directed by the support worker or manager
2. During the contact session you will be allocated specific tasks. This will usually mean being present during contact sessions but allowing space to ensure dignity and privacy.
3. Certain tasks take place, whilst families are present. These may include:
4. Monitoring families
5. Monitoring Exits
6. Maintaining a Register
7. Offering refreshments
8. And so on.

**Section 3 – Safeguarding**

1. We have a legal responsibility to take the action required that ensures children are kept safe. This information is recorded in the Safeguarding Policy. You will be asked to read this; we will talk to you about this in your induction and you will be provided with safeguarding training. If you become aware that any child or vulnerable adult is at risk, you should immediately report this to Emma or Naomi and follow any guidance given.

**Section 4 – Confidentiality**

1. Confidentiality within our service is of crucial importance. The families that use our service are vulnerable, and it is important that we protect all information about them.
2. We should avoid working with people (or having access to information about people) that we know, outside of the centre. If this does happen, please inform the manager without delay.
3. We should avoid talking about families:
4. In a way that could be overheard by people not working at the centre.
5. In a place where we could be overheard.
6. With people who do not work at the centre.
7. In a way that could personally identify families.

**Section 5 – Inclusive Practice**

1. We work with people with varied and diverse needs and situations. It is important that we work with these in a non-judgemental way that is accepting and impartial.
2. The families that use our service are vulnerable for several reasons.
3. We will work with families who have physical disabilities and should remember that not all of these will be visible.
4. We will work with family members that may have a variety of health needs.
5. We will work with family members who have mental health or emotional difficulties and should remember that not all of these will be visible.
6. We also work with families from different ethnicities, religions, and cultures. We will do our best to make all communities welcome and comfortable.
7. We also support people who do not present as the gender they were assigned at birth.
8. We may work with families that do not have English as a first language.
9. We may work with individuals from a variety of sexualities.
10. At our Contact Service we celebrate diversity at our service and expect that those working with us will do the same.
11. Any volunteer or staff member found not to be working in this way may be asked to stop working at the service.

**Section 6 – Things we Do Not Do!**

1. As a supported contact service, there are somethings that we do not do. This often causes surprise to parents and professionals, so it is important that we are confident about our role and that we can explain this to others, when required:
2. We do not make conclusions, analysis or offer professional recommendations.
3. We do not make observations or write reports.
4. We do not provide direct 1-2-1 supervision.
5. We do not supervise families in bathrooms.
6. We do not play with children or families unless it would be harmful or detrimental not to do so.
7. We do not discipline children. We might sometime offer guidance to keep them safe, but even this should first be undertaken by parents.
8. We do not undertake ‘lone working’.
9. We do not take families out of the centre.
10. We do not engage in personal relationships with families. If we know a family personally, we must tell the manager without delay.

**Section 7 – Personal Qualities, Skills, and Experience**

1. Enhanced Access NI checks are undertaken for all undertaking this role. These are undertaken prior to your work with families, and periodically thereafter.

 If you have any convictions you are expected to talk to the centre manager about this, either prior to the Access NI being initially completed, or as soon as applicable thereafter. Having a criminal offence may not bar you from the role, although the manager will be required to assess your fitness for the role.

1. References will be sought prior to your taking up the role. One of these will be from a recent employer or other person who knows you in a professional capacity. These checks will help us to ensure your appropriateness to work with children and families.
2. There is no minimum qualification required for this role, although we will usually try to recruit people who may have transferable skills from other roles, or from any previous time spend at the contact service in other roles. Although, you will be required to engage in an induction, which will include:
3. Shadowing
4. Mentoring
5. Reading Policies
6. Undertaking Training
7. The right person will possess the following personal qualities:
8. Patience
9. Empathy
10. Assertiveness
11. Understanding
12. Kindness
13. Reliability
14. Good Timekeeping