



Rainbow Trust Volunteer Role Description

Role: **Family Support Volunteer**

Accountable to: **Family Support Manager**

Rainbow Trust provides emotional and practical support for families who have a child with a life threatening or terminal illness. We offer the whole family individually tailored high quality support for as long as they need it.

Purpose of role:

To assist the Family Support Team to support families at home, in hospital and in the community.

This role may not be suitable for anyone who has suffered a personal bereavement within the last two years.

Main activities:

- Accompanying Family Support Worker and family to hospital appointments
- Accompanying Family Support Worker and children on outings
- Participating in craft/play activities with children and families
- Listening to parents and children
- Providing practical support in the family home, including domestic help, cooking and recreational activities
- This role could also include some independent working

This list is a guide to the types of tasks that may be required for this role.

Experience/Skills:

- Ability to build relationships based on excellent communication and active listening skills
- Experience of interacting with people from a wide variety of backgrounds
- Experience of interacting with children
- Flexible and adaptable manner
- Ability to empathise with families in stressful circumstances
- Commitment to setting and maintaining appropriate professional and personal boundaries in line with Rainbow Trust policies
- Non Judgemental approach

Commitment:

- A minimum of one shift a week. Primarily Monday – Friday between the hours of 9am and 5pm; but some evenings and weekends may be required. (Days and hours would be agreed between the volunteer and Family Support Manager to suit the needs of both the family and the volunteer)
- To enable you to get the most out of your training and volunteering we ask you to commit to volunteer for Rainbow Trust for a minimum of a year
- We ask all volunteers to promote and adhere to all Rainbow Trust policies and procedures as relevant to their role
- To ensure that all duties are carried out within the framework of Rainbow Trust Children's Charities care policies as appropriate
- Be responsible and accountable for the use of charitable resources
- Undertake mandatory training as required
- Participate in supervision and support sessions as required
- Attend team meetings as a minimum on a quarterly basis or at the discretion of the team manager
- Cessation of Role – Although there is no obligation for you to give us notice of your intention to stop volunteering for Rainbow Trust, it would be appreciated if you could give us as much notice as possible, as this will enable us to find a replacement volunteer

Training & Support:

- Rainbow Trust induction
- Mandatory training as required for the role
- Additional non mandatory training is available for volunteers who would like to develop their skills and knowledge in certain areas
- One to one support and supervision
- Non managerial supervision available at the discretion of the manager
- Annual review meeting
- Reimbursement of out of pocket expenses where appropriate
- Opportunity to develop and update skills and gain new experiences

Restrictions:

Age 18+

Selection Process:

Enrolment Form, References, Interview, Disclosure and Barring Service Checks (DBS)