

## Volunteer Role Description

***We Are Beams is a local charity based in Hextable that supports disabled children and their families in Kent.***

### **Volunteer roles:**

Family Advice Drop-in Clinic volunteer at St Edmunds Church Living Well, Dartford, DA1 5ND

Family Advice Drop-in Clinic volunteer, House in the Basement, Stag Community Arts Centre, London Road Sevenoaks, TN13 1ZZ

### **Service:** Family Advice Drop-in Clinic

We Are Beams Family Advice Team runs termly weekly drop-in clinics, which is a service that is provided for families with disabled children and young people in the Dartford, Gravesham and Sevenoaks districts. Our Family Advisers help parents through the maze of services, agencies and processes. This is particularly useful around the time of diagnosis where parents often feel isolated and are unsure of what to do next.

**Supported by:** Family Adviser & Family Advice Manager

**Commitment:** Every Tuesday Term Time 9:30am – 1:30pm (Dartford)

or

Every Wednesday Term Time 9.30am – 1.30 pm (Sevenoaks)

**DBS:** DBS required (undertaken by We Are Beams).

### **Role purpose**

To support Family Advisers with the meeting and greeting of parents to the clinic. Supporting parents with completion of We Are Beams introduction forms, as well as the time keeping of appointments with Family Advisers when they are assisting with parents

### **Personal qualities and experience**

We are looking for volunteers to be part of a friendly team and can demonstrate strong listening and communication skills. Some understanding of the needs of families who have children with SEND would be desirable. Drop-In Clinic volunteers will need to be friendly and patient. Reliability is key. Volunteers must be willing to work within guidelines and always follow confidentiality policies.

## Tasks and activities

- Help families with signing into the clinic.
- Obtain brief understanding of services the parent is wishing to seek.
- Allocate families to family advisers.
- Manage the the time keeping of appointments with family advisers and parents, to ensure the smooth and fair operation of the clinic.
- Assist with set up and closure of clinic if needed.

