**Volunteer Job Description**

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| **Job Title**  Supported Centre Volunteer | |
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| **Department**  Family Team | **Team** |
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| **Reports to (Job Title)**  Supported Centre Coordinator | |
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| **Responsible for:**  0 | **Job Grade** |
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| **Location**  YMCA Youth Campus | **Contract Type** |

YMCA is a Christian organisation, committed to Equality and Diversity in the Work Place YMCA is committed to the safeguarding of children, young people and vulnerable adults.

**Job Purpose (outcome)**

To assist the Contact Centre Lead Facilitator in the operation of safe and secure contact for all parents and children attending the centre.

The job holder is required to:

* Be present at the Supported Contact Centre on a Saturday morning between 9:30 am and 1:30 pm
* Inform the Supported Centre Lead Facilitator if you are unable to attend at least 24 hours prior
* Carry out duties assigned to you by the Supported Centre Lead Facilitator
* Ensure you act responsibly and in accordance with the standards laid down under NACCC Accreditation
* Be familiar with NACCC guidance and standards
* Be familiar with YMCA Child Protection/Safeguarding policies
* Undertake all training and re-training as required
* Comply fully at all times with the YMCA's policies and procedures relating to Safeguarding, Equality and Diversity, Professional Boundaries, and Health and Safety and to undertake training in these areas when required.
* Undertake such other duties as may reasonably be required.

**Duties and responsibilities**

* To record all attendances on the Supported Register.
* To be responsible for the receipt and recording of money taken at the contact centre.
* Responsible for the bagging & tagging of the parents mobile phones and the safe keeping of the same.
* To observe all contacts taking place within in the Contact Centre.
* Assist with the handover of children where parents are not able to come into contact with one another.
* Meet and greet families in a friendly and professional manner.
* Take part in the feedback sessions following on from the Supported Sessions and report any concerns.
* Ensure that all areas are left clean and tidy and all toys are put away.
* To be fully versed with safeguarding to protect each individual from harm in accordance with current safeguarding legislation.
* Comply fully at all times with the YMCA's policies and procedures relating to Safeguarding, Equality and Diversity, Professional Boundaries, and Health and Safety and to undertake training in these areas when required.
* Undertake such other duties as may reasonably be required.
* Listen to families and offer support and guidance.

**Training will be provided on:**

* Level 1 SCB Safeguarding Training
* An understanding of the family court system and the aims and objectives of CAFCASS

**Person Specification**

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| Knowledge |
| * Knowledge of customer care * Knowledge of Safeguarding * Knowledge of cash handling and recording |
| Experience |
| * Experience of working with young people/families |
| Skills & Experience |
| * Good communication skills & smart appearance * Accurate work output * Ability to relate to children and Families * Flexibility |