

VOLUNTEER PROFILE

Child Contact Centre volunteers should be:

- cheerful but not artificial
- assertive but not dominant
- re-assuring
- able to understand issues that affect separating families
- able to build relationships whilst remaining impartial
- able to deal with difficult situations and parents under stress
- prepared to work as part of a team where people exchange information and support one another
- aware of, and be prepared to follow, the Child Contact Centre's policies and guidelines, particularly those relating to confidentiality, child protection, equal opportunities, etc
- prepared to attend and participate in any training events at the Child Contact Centre, or regionally or nationally

Basic Tasks for Volunteers:

- helping prepare the Child Contact Centre in advance of people arriving, this includes setting up the contact rooms with our stock of toys, games and books
- welcoming Child Contact Centre visitors
- registering Child Contact Centre visitors
- helping to keep a watchful eye throughout the contact rooms
- helping to tidy up once the Child Contact Centre has closed, including putting all the toys, games and books away in the store cupboard

Where appropriate, or if necessary:

- talking to, listening to and relaxing Child Contact Centre visitors
- talking to, playing with and relaxing children
- helping parents play with their children

January 2020