

**Children's Advocacy Helpline Volunteer
Volunteer Role Job Description**

RESPONSIBLE TO: Always Heard Helpline Manager

HOURS: minimum of 7 hours plus one hour break (10:15 – 18:15)

DURATION: minimum 1 day a week for 1 year

All Coram Voice staff are expected to work in line with our brand, values and management principles, in particular by:

- Building and maintaining meaningful, supportive, mutually empowering relationships with and between colleagues, partners, and children and young people.
- Creating and supporting a friendly and trusting working environment, working flexibly and supporting each other in times of high workload or when life gets difficult.
- Accepting personal responsibility for our work and being accountable for delivering results against those responsibilities.
- Recognising that we all have a role to play in all aspects of Coram Voice's success, in particular in supporting fundraising, storytelling, and involving children and young people in shaping the future of Coram Voice.

Main focus for the post:

To support the work of the Coram Voice advocacy helpline for children and young people.

Responsibilities:

Helpline

1. To take referrals (phone, email, text) from children and adults on their behalf and enter information on our case management database
2. To participate in the empowerment of young people through advocacy and to help them to solve problems and make representations.
3. To act as the helpline advocate, prioritising actions, responding to any helpline queries, providing direct advocacy support, referring callers to the appropriate service and offering advice to young people or professionals.
4. Ensure that calls (or other contacts) are answered appropriately and that suitable advice and assistance is offered.
5. Ensure that young people's views are heard and to assist them in seeking satisfactory resolutions.
6. Ensure that actions on the case record and helpline case listing are appropriate and completed and, where this is not possible, identifying priorities for action.

7. Ensure that all work undertaken in the helpline is in line with Coram Voice policies and procedures.
8. To partake in Helpline team discussions alerting Helpline Supervisors to safeguarding or other priority calls

General responsibilities

1. Ensuring that confidentiality is maintained in the handling of sensitive data.
2. To ensure that support to children, young people and adults is within an anti-discriminatory framework

Development opportunities

This role will give you the opportunity to build on and develop a range of skills and knowledge including:

Skills

- Communicating with children in crisis situations who contact the helpline
- Dealing with professionals within Social Services including social workers and foster carers
- Signposting young people, adults and professionals to relevant agencies and organisations
- Direct work with children and young people in the care system and living away from home
- Working with case management databases (Coram Voice uses Frameworking database also used within Children's Social Care).

Knowledge

- The care system and the law surrounding this including the Children Act 1989, 2004 Safeguarding, Data Protection (1998)
- Advocacy practice and procedures for children and young people in contact with Children's Social Care including the National Advocacy Standards and how they are implemented
- Children and young people's rights and entitlements within the care system
- Specialist areas in reference to children and young people's rights and entitlements including; homeless young people, refugee and asylum seeking young people, care leavers, young people experiencing mental health difficulties and children and young people with disabilities.

Access to free training

Coram Voice provides an award-winning range of learning and development opportunities in advocacy, children's rights and child-centred practice, for our workers and the wider



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children's workforce; including seminars and training days, qualifications and blended learning. Volunteers are also eligible to attend such training courses training opportunities including:

- 'Being a Voice' advocacy training - a highly interactive course that equips you to advocate with children and young people in need and in public care system and to promote their rights, participation and empowerment. You will learn the relevant legislation and guidance to champion young people's rights and enable them to make informed choices about their situation.
- Safeguarding - Describe the context and current practice issues of safeguarding and child protection, the legal framework – Working Together (2013), Data Protection, Role of the Local Safeguarding Children's Boards, advocate with young people on safeguarding issues from a child-centred perspective.
- Equality and diversity training - Summarise key legislation, rights and guidance relating to diversity and equality; demonstrate an awareness of your own and others beliefs, attitudes and behaviours based on our experiences. Identify ways to promote equality and diversity within your practice
- IT database training on how to create individual records and use the data base to record case work.

Expenses

All Coram Voice volunteers can expect to be paid out of pocket expenses. Coram Voice will reimburse volunteers' expenses upon the production of receipts as follows:

- Travel to and from your home to Coram Voice up to a maximum of £20 per day (to be agreed with your line manager at time of appointment)
- Lunch – contribution of £5

Volunteers will be given clear information from their line manager about what expenses can be claimed and how to make a claim.