

Volunteer Online Adopter Supporter

Role Description

Reports to: Online Adoption Support Manager

Based: Home

Hours/Days: Flexible, to be agreed, may include evenings and weekends

Parents And Children Together (PACT), a voluntary adoption agency, has been at the forefront of adoption services for over 60 years and works with local authorities across the country. With our Outstanding rating with Ofsted, we work with a high degree of flexibility and innovation and work with a range of adopters from all backgrounds, including those from black and minority ethnic heritage and the LGBT community.

Through a brand new programme of work, funded by the Department of Education, PACT will be offering adopters and adopted families, therapists and education practitioners enhanced online support and training.

A significant part of this support is focused on providing adopters with peer support from adopters who are "experts by experience". To fulfil this part of the online support offer, PACT is looking for a number of volunteer online adopter supporters who are adopters and passionate about the benefits it brings to children and adopters.

The volunteer online adopter supporters will be providing the first line of support for adopters, giving confidential emotional support for adopters who are seeking help and support with their parenting (this could include challenges they are experiencing around bed time routines, how to talk to their child's teacher, or helping to explain lifestory books). This initial support will be provided by live web-chat sessions or booked telephone appointments with a volunteer online adopter supporter, with more complex cases being referred onwards to trained PACT therapists.

Key Tasks

O	To provide confidential emotional support to adopters by live web chat and telephone
O	It is expected that volunteers will provide approximately two x two hour sessions per month
O	To support fellow volunteer online adopter supporters during shared duties
O	To deal sensitively with all adopters who they come into contact through this service
O	To actively listen in confidence without prejudice

Person Specification

O	Experience of adopting a child/children, preferably with PACT
O	Good listening skills

<input type="checkbox"/>	Ability to communicate effectively with people at differing levels, including over the telephone
<input type="checkbox"/>	An understanding of the motivations to adopt
<input type="checkbox"/>	Exhibits passion for the needs of looked after children and adoption, and can promote the benefits adoption bring to children and adopters
<input type="checkbox"/>	Understanding of the needs of looked after children
<input type="checkbox"/>	Experience of volunteering with helplines, counselling services or self-help provision would be beneficial

All volunteers are expected to	
<input type="checkbox"/>	Attend volunteer meetings
<input type="checkbox"/>	Be subject to an enhanced DBS check: Children and Vulnerable Adults Workforce as part of PACT's safer recruitment policy
<input type="checkbox"/>	Wear their PACT ID badge if attending the office or events
<input type="checkbox"/>	Adhere to and sign PACT's confidentiality and safeguarding policies
<input type="checkbox"/>	Undertake a full induction and training

Boundaries of this role:

Volunteers should adhere to all health and safety and safeguarding policies whilst volunteering and immediately report any health and safety and safeguarding issues to a staff member.

Volunteers should not offer personal opinion, recommendations or guidance beyond the remit of the role as agreed during training.

Notify PACT within a reasonable time frame if unable to attend.

What you can expect from PACT:

- Comprehensive induction
- Regular supervision, support and feedback. You will receive regular opportunities for support from the project manager
- Bi-annual social events for volunteers
- Reasonable and agreed expenses
- Training: You will be provided with comprehensive training to support you with your volunteering role as well as further opportunities for training
- You will be provided with a mobile phone to receive calls from adopters when booked and will have access to the secure online webchat facility