

ROLE TITLE: Family Support Signposting Volunteer

LOCATION(S): CICC

AGE LIMIT: 16+

SCHEDULE: Suggested commitment – minimum of 3 hours per week

ROLE DESCRIPTION:

Are you a reliable, empathetic, tech-savvy individual with an eye for detail? Caudwell Children are looking for friendly and professional volunteers to help with our Service Delivery Department.

The Service Delivery Department is responsible for ensuring the beneficiaries of the charity receive high quality services. **We offer services to children and support to families, including:**

- Advice and signposting to local services (available to individuals anywhere in the UK),
- We accept applications for and (subject to a set of financial criteria) will contribute funding towards some specific therapies, provision of resources such as specialist wheelchairs, car seats, tricycles, sensory stimulating equipment and sports equipment
- We have specialist autism services and accept referrals to assess and diagnose autism in 4 to 11 year olds and provide information, workshops and advice to families with a child with autism
- We have an employment service for autistic young people up to age 25 years to support the transition into the digital skills workforce.

As a volunteer in our Family Support signposting department, roles and responsibilities may include:

- Providing practical and emotional support to children and their families across the country
- Researching charities and organisations that can provide certain, funding and equipment to signpost families to in the health and social care sector
- Data inputting onto our metro system
- Providing an information and signposting service
- Answering telephone/ email enquiries

We're looking for somebody approachable, dedicated and responsible, with a good level of written and verbal communication, and telephone and computer literacy.

If you're interested in gaining administration, communication and social care experience, and want to know that you're helping the families of disabled children across the UK, please apply!

PERSON SPECIFICATION:

Essential Criteria:

- Good standard of written and verbal communication
- Attention to detail
- Computer literate
- Friendly and approachable
- Ability to extract meaningful information from a source and communicate effectively

Desirable Criteria

- Previous experience of working/volunteering in a charity or third sector organisation
- Understanding of a CQC regulated service