**Family liason – Volunteer**

**Overview of role:**

* To help us connect with and maintain quality support for our Reach Out volunteer led befriending and mentoring service through calling families (servicer users) and volunteers on a regular basis
* Enabling feedback and updates on our community befriending programme
* Providing a link between parents/families and the organisation in an informal way
* Maintaining contacts between families, service users and RfA

**Tasks:**

* Check in calls and follow up emails with families who are receiving a Reach out service
* Check in calls and emails with volunteers – to enquire how are the visits are going, and any areas that may need support
* Recording key points from calls and updating the coordinator/volunteer manager
* Updating our database
* Support with other admin when needed and in agreement with volunteer

**Qualities and skills:**

* Comfortable making calls to families and volunteers (an initial script and support will be given)
* Confident/comfortable to work on own and to be self-motivated
* Empathetic and non-judgemental
* Positive interpersonal skills and confident in communicating with others
* Basic IT skills – willing to learn database entry

**Where:**

* This role can be carried out remotely (from volunteer home), if volunteer has own laptop this can be used.
* Phonecalls may be made across London and West Midland regions

**What we offer**

* Great induction training for all our volunteers
* New experiences and opportunity to develop skills
* Travel expenses
* To be part of a caring and dynamic organisation