



Topics
Children's needs
Ages & stages of child development
Parenting styles
Discipline and behaviour management techniques
Understanding stress in families
Grief and loss
Positive coping strategies
Active listening / questioning skills (including role play)
Anti discriminatory practice
Working with feelings
Safeguarding children
Parenting NI policies and procedures

For more information telephone 028 9031 0891, e-mail info@parentingni.org or visit www.parentingni.org



ParentingNI

SUPPORT LINE VOLUNTEER INFORMATION BOOKLET

About the Parenting NI Support Line

Every parent experiences difficulties from time to time. Sometimes these may seem small but can cause a lot of worry, and sometimes they can be major family crises. In many cases it helps to seek support from someone outside the family.

Parenting NI is here for parents and other family members when things seem too much. As a Support Line Volunteer you will listen to how clients feel and won't judge. You won't tell the client what to do but will talk through their options to help them improve the situation.

The freephone Support Line is available to clients and delivered by a team of volunteers who are based in Parenting NI's Belfast city centre premises. There are usually 2 Volunteers working on each rota.

A comprehensive induction will be provided to support and develop Volunteers and will begin with a training course to prepare potential volunteers for the role. Thereafter, Volunteers will complete a 6-month settling-in period and are provided with ongoing support and development. Volunteer travel expenses are paid, within a budget.

The Parenting NI Support Line is currently open Monday to Friday, 9.30am to 3.30pm. The service operates all year round except for public and bank holidays, and it is desirable that Volunteers have the ability to commit to the organisation for a minimum of 1 year.

Support Line Volunteer Role Description

To support and empower parents and to protect children through the Parenting NI Support Line

Tasks

- To provide support and information to clients contacting the Parenting NI freephone Support Line
- To complete all necessary records after each client contact
- To be punctual and reliable in fulfilling at least one rota duty per week
- To participate in support meetings and relevant workshops
- To continually monitor own practice and obtain guidance and support as appropriate
- To work in a respectful and supportive way with staff and volunteer colleagues
- To comply with all the policies and procedures of the organisation, paying particular attention to child protection, confidentiality and data protection
- To contribute to raising awareness of Parenting NI in the local area

Support Line Volunteer Specification

Support Line Volunteers must:

- have substantial parenting experience and / or significant experience of working with families
- good communication / interpersonal skills
- be able to complete the preparation training course
- have fluent written and spoken English
- be comfortable using a telephone and online support system
- be able to work a minimum of one rota per week
- be reliable
- have a willingness to question their own attitudes e.g. different forms of parenting
- have a commitment to a non-judgmental, non-directive approach to supporting clients

Becoming a Support Line Volunteer

The role of Support Line Volunteer requires a special combination of skills, qualities and experience. Naturally, it requires a careful recruitment process to find the most suitable people for the role:

1. **Application** – The information provided on the application form and through the Access NI Disclosure Certificate is used to ensure you meet our basic eligibility criteria.
2. **Initial Selection Meeting** – You will be invited to a short meeting in Parenting NI's Belfast city centre premises. This allows you to find out more about what is involved in the training and the voluntary work and it allows us to ask you about your previous experience and interest in our work. Based on this information, you may be offered a place on our training.
3. **The Training Course** – You will be asked to attend the Parenting NI mandatory training course to prepare you for the role. Those who complete the course successfully will be invited to attend a final selection meeting.
4. **Final Selection Meeting** – You will meet again with Parenting NI staff to discuss your progress over the duration of the training and your suitability to begin volunteering. Not everyone who completes the training programme will automatically be offered a Volunteer placement.
5. **Induction** – All new Volunteers complete a 6-month settling-in period. During this period you will be helped to further develop skills and/or knowledge identified during the selection process. During your induction period you will be able to review your role at one-to-one meetings.

Benefits

Becoming a Support Line Volunteer offers opportunities to

- develop knowledge and skills to enhance your personal, family and professional life
- access ongoing learning and development
- undertake varied and challenging work with a wide range of clients in a well-structured and supported work environment
- enjoy social activities and develop friendships
- use your experience to help parents and safeguard children.