

Volunteer Mentor

Based remotely | Volunteer role | Various hours

About Achieving for Children (AfC)

AfC is an award winning not-for-profit social enterprise company that delivers children's services in Richmond. We provide a range of universal, targeted and statutory services such as Education, Special Educational Needs, Emotional Health, Educational Psychology, Youth Engagement, Family Support, as well as Social Care Services.

Our primary mission is to provide children and their families with the support and services they need to live happy healthy and successful lives, and in this time of unprecedented challenge we need your time and skills to help us do that.

About the volunteer mentor opportunity

This is an unpaid volunteering opportunity during the COVID-19 outbreak. The main purpose is to complement AfC's ongoing support towards vulnerable families. The volunteering role is to offer a 'mentor' experience with any children, young people (aged 11- 25) or families we work with whilst they are in isolation. This means having a person to speak with at a convenient and agreed time. It will involve troubleshooting issues, whether that be contacting or signposting families to the right agency, delivering food parcels or prescriptions to doorsteps or providing general IT support.

The role also includes providing emotional support over the phone or the internet such as listening to worries and concerns, talking through possible solutions or techniques to help manage anxiety or just having a chat. Parents and carers are understandably finding this time challenging and therefore might require emotional and motivational support.

Volunteers will need a calm and measured approach. They will need to be empathetic, and supportive, with a clear understanding of boundaries, and when to refer for further help.

Volunteering hours are flexible - between one to six hours a week. All volunteers will be supported by a volunteer coordinator.

All volunteers must have undertaken safeguarding training. [Please watch this short video for a refresher.](#)

To be eligible all volunteers must hold a current DBS certificate (within the last two years) and provide the details for two references.

About you

Skills and experience

- Experience of listening, helping people and talking with understanding and empathy.
- Experience of directing people to help and support.
- Specific holistic skills such as mindfulness, exercise, cooking and/or knowledge of self and family care.
- Experience of using ICT to communicate or access information

Personal attributes

- To want to support children and young people to live safe, happy, healthy and successful lives.
- Good organisational abilities including: time management, problem solving and prioritisation.
- Personal determination, drive, energy and ambition to overcome obstacles, celebrate success and deliver excellent outcomes for children.
- Good communication and interpersonal skills

To express your interest please send your CV and a 250 word supporting statement to volunteermmentorafc@gmail.com. Your supporting statement should detail why you want to provide this support to families and what support you feel you could provide. Once shortlisted the Volunteer Coordinator will arrange a time to virtually speak with you. Please include a phone number in your application.