

Volunteer Role:	Support Line Volunteer	Location:	Edinburgh
Thank you for your interest in becoming a volunteer with Children First. We're delighted that you're considering sharing your time, skills and compassion to help children and families across Scotland			
About Children First Children First is Scotland's national children's charity. We stand up for every child because all children should have a safe childhood. We protect children from harm and support them to recover from trauma and abuse through our national and local services. We help children, their families and the people that care for them by offering emotional, practical, and financial support. We give children hope and a safer, brighter future.			
About the Children First Support Line We believe that making it easier for families to access help can transform lives. The Children First Support Line offers compassionate advice and support to families across Scotland and anyone concerned about a child's safety or wellbeing. By providing flexible ways to connect, we help families access support earlier, overcome challenges and build long-term resilience.			
What will I be doing? As a Support Line Volunteer, you'll support adults by phone, webchat, email and text, giving them time and space to talk about concerns relating to children and family life. You will: • Listen without judgement and build supportive relationships with people contacting the service. • Support individuals to explore options and identify what might work best for their family. • Provide emotional and practical support while keeping children's safety and wellbeing at the heart of every conversation. • Work alongside Support Line Co-ordinators to ensure people receive the support they need. Accurately record contacts in line with Children First guidance.			
What could volunteering with Children First offer you? Volunteering with Children First is about more than giving your time. We want you to gain something from the experience too. Volunteering can help you: • Build confidence and communication skills. • Gain experience supporting people through challenging situations. • Develop knowledge of issues affecting children and families. • Meet new people and become part of a supportive team. • Enhance your personal and professional development. • Make a positive difference to children and families across Scotland. Here's what some of our volunteers say about their experience: <i>'If you feel that you may have been able to help someone - even in a very small way - it makes you feel that you are doing something positive in that person's life.'</i> <i>As a volunteer you develop valuable and very transferable skills, communication and listening skills being big part of that. My time at the support line increased my confidence in my abilities into a job that I would not have thought about or have had the relevant skills to approach, had it not been for the skills I've learnt at the support line.'</i> <i>'Through volunteering with Children 1st, I have learned a lot about myself and my capabilities. Each day is an opportunity to develop my skills, and support those in need within the community. It is extremely rewarding to know that you have actively made a positive difference within someone's life.'</i>			

What training and support will I get?

We provide all the training and support you'll need to carry out the role confidently and effectively.

- Before starting, you'll complete our Initial Volunteer Training Programme, which includes around 38 hours of trainer-led learning and some self-study between sessions.
- Following training, you'll become part of a friendly and supportive team.
- Experienced Children First staff are available when you are volunteering to provide guidance and support.
- You'll have a named supervisor who will provide regular support, reflection and development opportunities.

'The training I received prior to volunteering was excellent. It was very informative, interactive and really enjoyable. The support throughout the training and after the training is second to none. I would really recommend joining Children First as a Volunteer.' (Support Line Volunteer)

Will it cost me anything?

We believe volunteering shouldn't cost you anything. Reasonable travel expenses to and from our office in Bruntsfield, Edinburgh can be reimbursed.

What do you need from me?

No previous experience or formal qualifications are required as full training is provided. We're looking for people who:

- Communicate well and listen with empathy.
- Are caring, respectful and non-judgemental.
- Can build positive relationships with a wide range of people.
- Have an interest in supporting children and families.
- Share Children First's values and can make a reliable commitment to the role.
- Are willing to learn and develop through training and supervision
- The nature of the role means that we ask that volunteers are aged 18 or over.
- We ask all our volunteers to share the Children First values, be reliable and committed and be keen to learn and help others grow too.
- Support Line Volunteers are required to obtain a Basic Disclosure Certificate. Children First covers the cost and supports volunteers through the process during training.

How much time will I need to give?

Our support line is open Monday-Friday 9am – 9pm and Saturday-Sunday 9am – 12noon and volunteer shifts are available throughout the day, evening and weekend.

Following training, we ask volunteers to commit to volunteering with us for a minimum of one year during which we ask you do 40 shifts on the Support Line (a shift is approximately 3.5 hours). In addition to this, volunteers are asked to attend meetings and ongoing training to support their development.

If you'd like to use your time, skills and compassion to help children and families across Scotland, we'd love to hear from you. Contact us for an informal chat about the role:

volunteer@childrenfirst.org.uk