

## ROLE DESCRIPTION

**Title:** The RISE Families Together Contact Centre

**Service:** Contact Centre, The RISE Trust

**Location:** The RISE Trust Community Hub, The Oaks, Chippenham, SN15 1DU

**Responsible to:** Lynn Evans, CEO, The RISE Trust

**Commitment Required:** 1 Saturday per month (session time 11am-1pm) – first and third Saturday of the month

**The RISE Trust – Reach, Include, Support, Enable**

The RISE Trust supports many projects in North Wiltshire - Youth services, Preschool, Contact Centre, and Volunteering opportunities.

For a full list of services and sessions available please visit our website at [www.therisetrust.org](http://www.therisetrust.org) or see our Facebook pages and Instagram.

**Child Contact Centres:** The Families together Contact Centre is a safe, friendly and neutral place where children of separated families can spend time with their non-resident parent and sometimes other family members.

It is a child-centred environment that puts the needs of the children first. We aim to create a warm, sociable atmosphere where families can relax and enjoy themselves together.

### Duties and Responsibilities:

- To complete training requirements as requested
- To be a positive, enthusiastic role model
- To actively listen and interact with the mentee on a 1-1 basis
- To build a non-judgemental relationship of trust and respect with the mentee
- To comply with The RISE Trust's policies and procedures particularly surrounding confidentiality and safeguarding

### Personal Skills and Qualities:

- Experience of either working with children or as a parent is desirable
- Experience of working with vulnerable people is desirable
- A naturally positive, enthusiastic outlook
- A desire to build a fun, respectful relationships
- Be a good communicator with active listening skills
- A genuine interest in supporting children be the best they can
- A genuine interest in supporting families
- Able to work as part of a team
- Be willing to undertake training when required

### Training, Supervision and Support:

- All volunteer roles are subject to satisfactory references, and an enhanced DBS check
- Volunteers must be available to:
  - Attend a half day Volunteer Induction Training session with the Volunteer Co-ordinator
  - Complete online safeguarding and prevent training
- We will provide you with a Volunteer handbook and regular Volunteer Newsletters

#### *Our mission:*

*Through unconditional love, commitment & passion we seek to enable all children, young people, and adults to be the best they can be.*



- We will provide access to additional training and opportunities as appropriate
- Any out of packet expenses will be met by the trust
- Volunteer roles are covered under the RISE Trust public and liability insurance policies

**As you would expect Safeguarding is a primary concern at the RISE and all our volunteer placements are subject to references, an enhanced disclosure and barring service (DBS) check and the completion of training as appropriate for the role**

## THE RISE TRUST STAFF & VOLUNTEER CHARTER

**We do the right thing for the right reasons.**

- We share a common vision for how we want The Rise Trust to be, and we regularly review this – *we affirm our mission statement*
- We are a Christian charity loving everyone unconditionally whatever their background, faith, or personal circumstances – *we are non-judgemental*
- We are compassionate to those in difficulty and understanding of their feelings whilst empowering them to face life's challenges and move on with their lives – *we go the extra mile*
- We are kind and positive - recognising achievement, celebrating success, and affirming of one another – *we give compliments*
- We believe in enabling children and adults to feel 'safe' within an environment where there are secure boundaries, consequences, and rules – we have the child at the centre of everything
- We accept personal responsibility for our own actions, ensuring our own personal safety and the safety of others at all times – *we keep everyone safe*
- We work together to improve and develop our own and other people's practice - *we are an open-minded TEAM (Together Everyone Achieves More)*
- We give time to each other and take what others say into account – *we listen to everyone*
- We only share information with those people who need to know – *we are confidential at all times*
- We have clear values and beliefs for The Rise Trust - seeking constantly to improve our practice – *we learn by our mistakes and say sorry*
- We aim to develop good relationships with everyone in the Rise community through positivity and professional working - *we have high expectations of each other*
- We show openness and honesty in communication and when others disagree with us, we do not treat this as a personal attack – *we respect others and give people a chance to explain*
- Our own and others wellbeing is of vital importance – *we have a good laugh and look after each other*
- We have a life outside of the organisation - *we develop our own personal interests*

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