



Helpline Volunteer – Children 1st Parentline

Reference code: VO16577

Our Helpline Volunteers are the front line of the service, offering support, information and advice to the people who contact us by phone, webchat and email. They build supportive relationships and work alongside individuals to help them think through what will work best for their families, keeping children at the centre and being mindful of the challenges families face today. A caring, kind and non-judgemental response can make a real difference to someone who wants to talk.

About Children 1st - Edinburgh

At Children 1st our ambition is for every child in Scotland to be safe, loved and well with their family. As a charity we offer emotional, practical, and financial support to help families to put children first and campaign to uphold the rights of every child. We support the whole family when they need it, for as long as they need it. We offer help to prevent families reaching crisis point, to keep children safe and to support children and families to recover from trauma and harm.

Experience Required

Full training is provided. No previous experience or formal qualifications are necessary however good communication skills are essential to enable you to listen to and support those who contact Children 1st Parentline.

Training Details

Helpline Volunteers complete our assessed introductory training which covers the skills needed to support people effectively on the helpline and some of the issues and concerns that people contact us with. Volunteers are supported by a supervisor when on shift on the helpline and in addition to this all volunteers have a named individual supervisor who is responsible for their ongoing support and development.

Location/Travel Details

The volunteering takes place at the Children 1st office in Bruntsfield, Edinburgh.

Expenses

Volunteers submit an expenses form with receipts to claim their expenses. Expenses are paid via BACS and can be claimed on a fortnightly basis.

Accessibility Details

- Happy to have a conversation about volunteer's needs

Work Type

Advice / Information giving

Cause

Families

Available Times

	mon	tue	wed	thu	fri	sat	sun
am	●	●	●	●	●	●	●
pm	●	●	●	●	●		
eve	●	●	●	●	●		

Contact Details

www.children1st.org.uk

Email: volunteer@children1st.org.uk