

Volunteer Role Profile



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Volunteer Role

Return Home Interviewer

Volunteer Manager

Volunteer Manager/Supervisor

Where you will be based

Children's services

Why we want you

Volunteers support our missing services by carrying out return-home conversations with a child or young person who has been missing/run away, giving them an independent voice and, guidance on how to keep themselves safe and prevent repeat episodes.

What you will be doing

- Arranging to meet with the young person to conduct the return home conversation within the timeframe required.
- Identifying and arranging a neutral place where the child/young person feels comfortable. This could be in a community space, or one of our Barnardo's venues.
- Supporting children and young people to have their voices heard.
- Listening to the child/young person about their missing experience to understand the risks and issues faced by them while missing to prevent further missing episodes. This could include exploring issues where a child/young person is known or suspected to be at risk of exploitation and/or trafficking, or has contact with people posing a risk to children and young people.
- Providing emotional/moral support for children and young people, while maintaining an appropriate volunteer/service user rapport.
- Writing a report within the agreed time scale, which details the conversation.
- Providing young people with information on how to stay safe.
- Adhering to Barnardo's policies and procedures at all times, including Barnardo's: Safeguarding; Equality, Diversity and Inclusion; Health & Safety; Data Protection; Confidentiality; Recording policies and procedures.
- Participating fully in training and supervision.
- Volunteering within Barnardo's Values and Behaviours

The skills you need

- Reliable, punctual and trustworthy.
- Approachable and welcoming.
- The ability to empathise with children who may be facing difficult times in their lives.
- Awareness of issues facing young people (for example, disadvantage,



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- poverty, disabilities, health conditions including mental health).
- Being passionate about making a difference in the lives of children, young people and families.
- An understanding of the importance of confidentiality and sensitivity.
- Excellent communication skills, both verbally and written.
- Excellent literacy with an attention to detail.
- Good organisational skills with the ability to prioritise tasks and work on own initiative.
- Familiar with and having a good understanding of information systems, Microsoft Office, Microsoft Word, Excel, Publisher and other computer packages.
- Willingness in undertaking training to fulfil the role.

What's in it for you

- Full induction and training.
- Other training opportunities relevant to the volunteer role.
- Regular supervision and support.
- Out of pocket expenses agreed in advance.
- Access to the Barnardo's internal vacancy listing.
- Our volunteers tell us about lots of other benefits of volunteering including; experience of working with children, young people and families; experience for your CV; supporting your local community; meeting new people; increasing self-confidence; feeling like you are making a difference; improving your health and wellbeing; and a chance to contribute to a worthwhile children's charity.

Disclaimer

We look to recruit a diverse range of volunteers. If your skills don't fit the above, please do not let this put you off as we are able to be flexible with most of our roles.

If you are unable to apply online through the link on this page, please contact the Barnardo's Volunteering Team on volunteering@barnardos.org.uk or call us on 0208 498 7320