

## Job Description

<b>Job Title:</b>	Children's Advocacy Helpline Volunteer
<b>Service:</b>	Coram Voice
<b>Location:</b>	Coram Campus
<b>Reporting to:</b>	Helpline Coordinator
<b>Salary Range:</b>	Out of pocket travel & food expenses paid
<b>Work Pattern:</b>	1 day a week for minimum of 1 year (from the end of the training period)
<b>Contract Type:</b>	Volunteer

Coram is a progressive and responsive children's charity, which draws upon a distinguished history and reputation for contemporary practice expertise in creating better chances for children. With some 300 staff, a distinctive headquarters near King's Cross and project teams across London, Coram strives to be a credible, respectful, professional, dynamic and committed organisation where these values infuse all that we do to help the most vulnerable children, young people and families in our society.

### Purpose of the role:

To support the work of the Coram Voice advocacy helpline for children and young people.

All Coram Voice staff are expected to work in line with our brand, values and management principles, in particular by:

- Building and maintaining meaningful, supportive, mutually empowering relationships with and between colleagues, partners, and children and young people.
- Creating and supporting a friendly and trusting working environment, working flexibly and supporting each other in times of high workload or when life gets difficult.
- Accepting personal responsibility for our work and being accountable for delivering results against those responsibilities.
- Recognising that we all have a role to play in all aspects of Coram Voice's success, in particular in supporting fundraising, storytelling, and involving children and young people in shaping the future of Coram Voice.

### Main duties & Responsibilities:

#### Helpline Responsibilities

- To take referrals (phone, email, text) from children and adults on their behalf and enter information on our case management database.

- To participate in the empowerment of young people through advocacy and to help them to solve problems and make representations.
- To act as the helpline advocate, responding to any helpline queries, providing direct advocacy support, referring callers to the appropriate service and offering advice to young people or professionals.
- Ensure that calls (or other contacts) are answered appropriately and that suitable advice and assistance is offered.
- Ensure that young people's views are heard and to assist them in seeking satisfactory resolutions.
- Ensure that actions on the case record and helpline case listing are appropriate and completed and, where this is not possible, communicating this to the Helpline Supervisor.
- Ensure that all work undertaken in the helpline is in line with Coram Voice policies and procedures.
- To partake in Helpline team discussions alerting Helpline Supervisors to safeguarding or other priority calls.

### **General responsibilities**

- Ensuring that confidentiality is maintained in the handling of sensitive data.
- To ensure that support to children, young people and adults is within an anti-discriminatory framework.

### **Skills, Knowledge and Experience:**

We are looking for people with the following skills, knowledge and experience but full training will be provided for the role. Please see our Information for Candidates document for more details:

#### **Experience of:**

- Working with children and young people.
- Signposting people to relevant agencies and organisations.
- Communicating with people in distress.
- Working with databases and using IT.

#### **Skills/qualities:**

- Good written and verbal communication
- Ability to listen.
- Ability to empathise.
- Ability to work as part of a team.

#### **Knowledge:**

- Awareness of issues facing children and young people, in particular, those involved in the care system.
- Children and young people's rights and entitlements.
- Specialist knowledge/experience of supporting specific groups of children and young people including; homeless young people, refugee and asylum seeking young people, care leavers, young people experiencing mental health difficulties and children and young people with disabilities.