

# ADVICE VOLUNTEERS – Role description

**The charity supports parents and grandparents with child contact problems through a Helpline support service and monthly face to face support meetings.**

## **ROLE DESCRIPTION**

- To provide detailed advice and support to service users at recognised support meetings of the charity on child contact issues in Private Law proceedings.
- To ensure that service users are supported to maintain a focus on the best interests of all children involved in accordance with the requirements laid down in the DWP's Help & Support for Separated Families quality mark protocols and the ethos of the charity.
- To support solicitors and other Legal professionals in working with individual service users at support meetings.
- To undertake training to ensure appropriate detailed knowledge of legal procedures
- To chair monthly support meetings of the charity (as required) and / or provide practical support to other volunteers of the charity undertaking this function
- To support Marketing & Admin. Volunteers of the charity by providing information and support to service users when they are completing any of the relevant paperwork required by the charity.

## **EXPERIENCE REQUIRED (one of the following ESSENTIAL)**

- Substantial relevant experience of Private or Public Law procedures acquired through direct involvement with cases (either your own or when acting as a Pro-bono McKenzie Friend)
- Experience as a legal executive / social worker / family support professional or similar working primarily with children and families.
- Undertaking or recently (within 2 years) having completed Legal studies at university or similar level with a substantial component of family law (Public or Private)

## **TIME COMMITMENT**

- Minimum of 2 hours per month attending at least one of the charity's local support meetings across Wales (substantial further opportunities are always available).
- Sufficient time per month to undertake training and reading of updates and information issued or disseminated by the charity.

## **SUPERVISION**

You will be supervised by the charity's National Manager at the FNF Both Parents Matter Cymru and in a line capacity by the Senior Volunteer of the charity who runs the appropriate local support meeting.

A condition of remaining an Advice volunteer is that you MUST undertake relevant training on an annual basis. This could be through formal CPD as a requirement of a relevant body eg solicitors / social workers OR through completion of bespoke training for advice volunteers organised by the charity.

**Updated March 2015**