



We take sides. Both sides.

Coronavirus Family Support Volunteer Role Descriptions

PROJECT OVERVIEW

During this time of social distancing and lockdown, CHIPS is very aware that our most vulnerable families are likely to suffer most, as parents lose jobs, children are shut up indoors, and mental health suffers. That's why we've launched an emergency relief response to support families and young people through this crisis. For families, we will provide a helpline that they can call for support and advice, manned by volunteers, through our Brixton office. We will respond to their immediate needs by providing emergency support ourselves as well as signposting them with up-to-date information to other specialist services. In addition, we will pair families with volunteers who will check-in with them weekly to ensure they're coping and provide additional support.

Our team of experienced youth and family workers will be working alongside volunteers to train and support them in their roles. By mobilising a response team through the crisis in this way, we also hope to encourage relationships to flourish and the community to grow stronger in ways that will benefit everyone after the immediate crisis ends.

VOLUNTEER ROLES

We have three specific roles we are currently recruiting volunteers for; you can volunteer for one or multiple.

PHONE LINE VOLUNTEER

The CHIPS office number is being distributed to families we already work with and vulnerable families in need. We need volunteers who can commit to a certain time each week to man our phone lines.

We can divert calls to our phone line directly to your mobile phone using an app for your specified time. We will provide you with training to be able to help families with the most likely needs they will have (e.g. how to access local emergency food services, what they should do if they cannot afford to pay rent, how to access universal credit) and support from our family workers for more complex needs.

As the first point of contact you will be able to help families at their greatest time of need and provide a sense of calm to their anxiety.



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FAMILY SUPPORT VOLUNTEER

During this time of social distancing CHIPS believes now it is more important than ever to demonstrate we are a community. We want to pair each family with a volunteer to provide more personalised support throughout and in the aftermath of the lockdown measures. Our family support volunteers will use our telephone system to call families at least once a week to check-in, catch up and ensure any additional needs are met (utilising Errand Running Volunteers if physical supplies are needed).

We will provide you with training to be able to help families with the most likely needs they will have and provide the emotional support that they may need during this period.

As contact continues you will be able to develop relationships with specific families and provide the crucial community presence that they may be lacking during this time.

ERRAND RUNNING VOLUNTEER

We also have many families who are isolating and unable to leave their homes. We need volunteers who are able to run errands such as grocery shopping or picking up medication. If you have the ability to leave your house, live locally and would be willing to undertake these tasks for people isolating then we want to hear from you.

VOLUNTEER BENEFITS

We hope that through volunteering you will be able to gain new skills, friendships, and renewed purpose during these uncertain times. You will be able to benefit from training designed and produced specifically for the current situation and you will be supported by professionals on the front line from a variety of sectors and experiences.

We will also be providing expenses to cover any costs you might incur whilst directly volunteering with CHIPS, particularly if volunteering continues after lockdown.

PERSON SPECIFICATION

- Empathy, patience, good listener, relational
- Previous experience working with families facing challenging situations
- Good smartphone to connect to our phone system
- Basic IT skills (familiarity with google docs/drive helpful)
- Knowledge of Brixton/Lambeth, ideally living locally



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- Willing to do an enhanced DBS check (or already have one)
- Desirable:
 - Existing enhanced DBS and update service subscription
 - Mobile so able to run errands for families

NEXT STEPS

Want to sign up as a volunteer? Brilliant!

Send an email to volunteer@chipspeace.org with the subject 'COVID Volunteer' and attach a recent CV or a summary of your relevant experience. One of our staff will be in touch with you as soon as possible to get you set up to begin volunteering as well as answer any questions you might have.

We will do our best to reply to your email in a timely fashion but we may receive a high number of enquiries and might not be able to reply to everyone.

BACKGROUND ON CHIPS

CHIPS is a Christian peacemaking charity which joins with communities to help build sustainable futures free from violence and division. Since 2014 CHIPS has been present on Angell Town and Loughborough Estates in Brixton working with young people and their families to help build peace and a brighter future. Normally CHIPS runs a number of youth sessions on weekday evenings, mentoring projects in local schools, and community events for the wider family. However, with the outbreak of Coronavirus our normal activities to support vulnerable young people and families have had to stop.

Read more about us and our commitment to Brixton at chipspeace.org and follow us on Facebook at @chipspeace and Twitter @chipspeaceorg