



## **Role Description**

**Role Title:** Volunteer Support Worker  
**Responsible to:** Director of Therapy  
**Location:** West Farleigh, Ashford or Shorne  
**Hours:** A regular 4 Hour session per week

### **Background:**

Dandelion Time offers help to children with very challenging emotional issues, often resulting from trauma, violence, or serious health difficulties in the family. Our approach is family based and creates opportunities for new beginnings and improved relationships. The service recognises the importance of being in a peaceful natural environment, absorbing children in calming hands-on activities. Therapists guide families to harness the healing powers of the natural world using materials such as wood, wool and clay, to care for animals and to grow and eat healthy food thus laying down new positive memories. This helps them to discuss and explore the difficulties they are facing and enables the wider family to come together to build stronger bonds. Children grow in confidence and resilience and have achieved remarkable and long-lasting changes in their lives as a result of coming to Dandelion Time.

### **Role Outline:**

The Volunteer Support Worker will work alongside the Therapeutic Team in the preparation and delivery of family sessions. The Volunteer will work within the aims, policies and values of Dandelion Time by supporting an efficient and effective casework service which meets the quality standards and achieves performance targets.

### **Main Responsibilities:**

- To assist the Therapeutic Team in the delivery of the experiential therapeutic programme for children and families, adhering to Dandelion Times methodology at all times
- To be able to take a flexible and adaptable approach to service delivery making a positive contribution to the team by:-

- Helping prepare for family therapeutic sessions, including pre and post-session briefing, preparation for craftwork activities, assisting in the preparation and clear up
- Assisting the Therapeutic Team in the facilitation of activities (for example games, drama, music, circus skills, storytelling) as part of the family therapeutic sessions

**Team working:**

- Attend regular, annual appraisals and personal development sessions as requested by your line manager
- Keep up to date with and implement Dandelion Time policies and procedures attending mandatory training when required
- To work closely with your line manager to establish targets and develop strategies to meet them
- Maintain a sensitive and professional approach towards colleagues and service users, mindful of confidentiality and anti-discriminatory practices
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues, children, and families
- To undertake any relevant duties as required to ensure the effective provision of Dandelion Time objectives

**Skills and Competencies:**

You will be willing to take instruction from the session leader and engage with the Dandelion Time methodology and Dandelion Time mentor

You will be self-motivated and enthusiastic and able to work on your own and as part of a team

You will be able to work around other people, including vulnerable families

You will be inclusive, honest, trustworthy, and reliable

You will be reasonably fit and willing to work outdoors in all weather conditions

**Other Requirements:**

Dandelion Time requires all staff and volunteers to have a current Enhanced DBS (organised by the Volunteer Coordinator).

The role will require the completion of a number of mandatory online training courses including Safeguarding Children (Levels 1 & 2).

The post holder will be required to attend up to 3 days of mandatory training per year and team meetings. These may be outside of normal volunteer pattern.

This role description will be reviewed from time to time and may be updated depending on the changing needs of the organisation.