



# Family Hub Partnership Volunteering Prospectus

Get involved,  
you can make  
a difference

Please speak to a member of the Family Hub team for more details and support with finding out more about volunteering.

**Call your local Family Hub**

Adwick - 01302 737717	Armthorpe - 01302 736760
Askern - 01302 737099	Moorends - 01302 737470
Bentley - 01302 737350	Stainforth - 01302 734048
Balby - 01302 736880	Denaby & Conisbrough - 01302 737436
Central - 01302 737995	Rossington - 01302 737440
Wheatley - 01302 737790	Mexborough - 01302 736869

You can also contact us on **Facebook** or scan the QR code to find out more about Family Hubs.



# Contents

Volunteering opportunities are open to everyone and we welcome volunteers from all backgrounds and communities to share their skills and experience.

Volunteer Expectations	3
Business Support	4
Early Years	5
Parenting Support	6-7
Caretaking Support	8
Young Carers	9
RDASH	10
Health – Breastfeeding Peer Support	11
Parent Carer Panel	12
Parent Champion	13
Special Educational Needs Community Champion	14
Need a Nanna Project	15
Early Years Literacy Champion	16
YWCA Yorkshire	17
Volunteer Passport	18
Testimonials	19-23

# Volunteer Expectations

## What we Expect from you

- All volunteers, volunteering at City of Doncaster Council, will need to complete the six-week Volunteer Passport course delivered by Adult, Family & Community Learning.
- Completion of eLearning courses.
- Keep promotional information up to date.
- Follow practices outlined in the Volunteer Code of Conduct to contribute towards a positive and supportive environment.
- Follow all organisation policies, processes, and procedures.
- Undertake a Disclosure and Barring Service records check at an enhanced level.

## What you can Expect from us

- Full training, support and supervision as part of the Family Hub team.
- The opportunity to develop your confidence and transferrable skills.
- Varied and interesting engagement within your local community.
- Valuable experience and the opportunity for a work reference.
- Support with travel costs and childcare vouchers.
- The opportunity to support at community events on weekends and evenings to promote Family Hub services.

## Business Support

### What will you do?

- Greet visitors and sign them into the building.
  - Answer telephone calls.
    - Input data.
  - Keep the reception area tidy.
- Keep promotional information up to date.
  - Set up rooms for meetings.
    - Write emails.
    - Review orders.
    - Prepare displays.
- Organise stationery/keep inventory up to date.

### What skills will you gain?

- Customer service experience.
- Administrative experience in a busy environment.
- Experience using computers and other IT equipment.
  - Experience in dealing with a wide range of telephone and email enquiries from the public and other professionals.
    - Organisational skills.
    - Communication skills.
- Adaptability and resilience.
- Problem solving and decision making skills.
  - Recording and inputting data.

### How to find out more:

Contact any Family Hub on the phone, online or pop in for a chat.



## Early Years

### What will you do?

- Support in planning, delivering, and evaluating Early Years activities, services, and programmes.
  - Prepare displays.
  - Organise resources and Early Years materials cupboards.
- Support with keeping playrooms clean and tidy.
  - Provide peer support to parents (and parents to be).
  - Promote services to families.
- Support with Two Year Funding queries.
  - Signpost & recommend activities and support to families.
- Support at community engagement events and activities.

### What skills will you gain?

- Working with children and families.
  - Listening skills.
  - Creativity skills.
- Recording accurate information and completing paperwork.
  - Adaptability and resilience.
- Problem solving and decision making skills.

### How to find out more:

Contact any Family Hub on the phone, online or pop in for a chat.



## Parenting Support

### What will you do?

- Work with children and families.
- Provide emotional and wellbeing support to parents.
- Provide low level support to families and parents.
- Support in delivering parenting courses.

### What skills will you gain?

- Experience working with children and families.
  - Listening skills.
- Experience delivering courses.

### How to find out more:

Contact your local Family Hub on the phone, online or pop in for a chat.

### EPEC

Contact your local Family Hub and ask to speak to our EPEC Coordinator.

### Family Lives

Contact Lesley Brewin  
[LesleyB@familylives.org.uk](mailto:LesleyB@familylives.org.uk)



## What is EPEC?

Empowering Parents, Empowering Communities (EPEC) is an interactive group, where you can meet other parents and share ideas. EPEC is for local parents, led by local parents.

Parent Group Leaders reflect their own communities and deliver EPEC courses to other parents. Parent Group Leaders receive introductory 10-12 day EPEC parent group leader training and ongoing fortnightly supervision.



EMPOWERING  
PARENTS  
EMPOWERING  
COMMUNITIES

## What is Family Lives?

Family Lives provides early intervention and support to families who are struggling. The issues they support families with include family breakdown, challenging relationships and behaviour, debt, and emotional and mental wellbeing.

The organisation is volunteer led and all volunteers receive full training and regular supervision. More information can be found on their website.

[www.familylives.org.uk](http://www.familylives.org.uk)



## Caretaking Support

### What will you do?

- Light gardening duties, such as planting and weeding.
- Light decorating duties.
- Support with health and safety requirements, water checks, fridge checks, spot checks of rooms.
- Maintenance of outdoor areas.
- Minor repairs.
- Assembling equipment.
- Setting up rooms for meetings.

### What skills will you gain?

- Maintaining buildings and outdoor areas.
- Knowledge around health and safety legislation.
- Recording accurate information and completing paperwork.
- Organisational skills.

### How to find out more:

Contact any Family Hub on the phone, online or pop in for a chat.



## Young Carers

### What will you do?

- Work with children and families.
- Support in planning, delivering, and evaluating Young Carers activities.
- Provide support to Young Carers.
- Support in delivering Young Carers Social Groups.

### What skills will you gain?

- Working with children and families.
- Supporting young people.
- Communication and listening skills.
- Recording accurate information and completing paperwork.
- The ability to work well with others.
- The ability to work on your own.
- Organisational skills.

### How to find out more:

Contact any Family Hub on the phone, online or pop in for a chat.



## RDaSH

RDaSH has some exciting Volunteering Opportunities on the horizon. From Volunteering in our wards and departments to supporting our patients and their families, there is a role for everyone. Some of the roles could be assisting in our admin teams or working in a peer support capacity. If volunteering at RDaSH is something you would like to explore, then please get in touch and we will arrange an informal chat with you.

### How to find out more:

Call: **03000 218996**

Email: [rdash.volunteers@nhs.net](mailto:rdash.volunteers@nhs.net)

## Flourish

Flourish is a Community Interest Company, based at Woodfield Park in Balby. They serve as a vibrant wellbeing hub for the local community, offering training, work experience, activities, community groups & services. Their site boasts a very popular café, and a historic Walled Garden. Volunteering opportunities include catering, admin, reception, befriender, walk leader caretaking and working in our Walled Garden.

Roles in the garden range from general garden maintenance right through to propagating, planting, harvesting and loads more. They also have opportunities for joiners, groundworkers and hard-landscapers.

### How to find out more:

Call Liz: **07967842756**

Pop for a chat: Woodfield Park, Balby,  
Doncaster, DN4 8QP

## Health – Breastfeeding Peer Support

### What is a breastfeeding peer supporter?

- A woman who has breastfed a baby herself.
  - Lives locally.
- Has undertaken training in breastfeeding and supporting women and can offer information, tips and hints to help you on your breastfeeding journey.
- Is able to listen to and support pregnant and breastfeeding women who may have questions, concerns or challenges.

### What will you do?

- Go onto the postnatal ward and provide support for breastfeeding mothers.
  - Drop into groups in the community, such as Breast Start and First Friends, to provide breastfeeding support.
  - Someone who will befriend and support breastfeeding women in groups and other community settings, home visits, or on the telephone.
  - Promotes breastfeeding in the community.

### How to find out more:

Contact the SPOC team to register your interest on **0300 021 8997**. Anyone interested in becoming a Breastfeeding Peer Supporter will need to complete an application form and undertake a six week Solihull course.



## Parent Carer Panel

Being part of our panel will give you the opportunity to share your experiences and use them to celebrate what support works well and help to improve what doesn't in areas such as:

- Family Hub services
- Health services including mental health support
  - Childcare and education
  - SEND support
- Access to support/activities in the community

This includes expectant parents, mums, dads, carers, co-parents and grandparents.

We offer childcare, transport, and travel expenses to support your involvement. Refreshments are provided at face-to-face meetings. We also offer shopping vouchers to thank you for your time.

### How to find out more:

Contact our Community Engagement Workers on the details below:

Vicky Houghton - **07977553677** or **vicky.houghton@doncaster.gov.uk**

Louise Canning - **07866987789** or **louise.canning@doncaster.gov.uk**



## Parent Champion

Parent Champion's will be a very important part of our team, promoting play and interaction and enrichment opportunities in their communities. They will also advise parents on how the Hubs can help and where to go to find out if they are eligible for support with childcare.

### What will you need?

- Lots of enthusiasm.
- An interest in people and enjoy talking to them.
  - A passion to make a difference in the lives of young children.
  - Commitment (you can be flexible in the time you volunteer).
- Good communication in English and other languages are a definite plus!

### What will you get?

- Full training and support as part of the Hub teams.
  - Varied and interesting engagement within your local community
  - Supported travel costs.
- Valuable experience and the opportunity for a work reference.

### How to find out more:

Contact any Family Hub on the phone, online or pop in for a chat.



**Parent  
Champions**  
Doncaster

## Special Educational Needs (SEND) Community Champion

Being a parent of a child with SEND can be confusing when it comes to knowing where to turn for advice and support. Nothing can be more helpful than the opportunity to meet people who have similar lived experiences to yourself and can empathise with your situation. A child may not have received a diagnosis but may still require some support. SEND community champions will be a very important part of our team- reaching out to other parents and offering opportunities for social events and peer to peer support in a group environment.

### What will you need?

- Lots of enthusiasm.
- An interest in people and enjoy talking to them.
  - A passion to make a difference in the lives of young children.
  - Commitment
- (you can be flexible in the time you volunteer).
- Good communication in English and other languages are a definite plus!

### What will you get?

- Opportunity to run SEND social support groups at no cost within hub buildings or a community venue (subject to availability).
- Full training and support as part of the Hub teams.
  - Varied and interesting engagement within your local community.
  - Supported travel costs.
- Valuable experience and the opportunity for a work reference.

### How to find out more:

Contact any Family Hub on the phone, online or pop in for a chat.

## Need a Nana Project

Grandads Included



Are you retired or have some spare time?  
Would you like to spend time supporting a family?  
Then the Need a Nana Project might be for you.

The project is focused on supporting families, particularly new parents, with some basic skills such as cooking and sewing. You do not need to be a grandparent to volunteer. You just need to be dedicated and able to offer families your wisdom and experience.

Your knowledge and experience could be invaluable to families, who may need that support & guidance from a more experienced friend.

### How to find out more:

Contact any Family Hub on the phone, online or pop in for a chat.





## Early Years Literacy Champion

The National Literacy Trust are recruiting parents or early years volunteers to become Early Years Literacy Champions in Doncaster. Volunteers will be a friendly face for families, get involved with the activities for parent and child and if they speak a second language, support bilingual or multilingual families, promoting first languages. Early Years Literacy Champions will support the development of early language, communication and literacy. Early Years Literacy Champion volunteers will attend a short induction, either on line or face to face to give you practical ideas and inspiration. Ongoing support and advice to volunteers will be provided by Lead Literacy Champions and the National Literacy Trust.

### Can I be an Early Years Literacy Champion?

Whether you have previous experience, or simply have an idea to try to see whether you can make a difference, we want to hear from you.

You can be a Literacy Champion if you:

- Have some time to commit to the volunteer role to fit around your life and commitments.
- Are keen to learn ways to help promote literacy in your community.

### What do Early Years Literacy Champions do?

- Attend as many sessions at a local library, school, hospital or other community space as you can; but at least one as part of the volunteer role.
- Support the activities within the language-based sessions, which include song time, crafts, storytelling and play activities.
- If you speak a second language, translate to families who share the same language as you and read stories.

- Report back on what you do monthly and how it is going to the Lead Literacy Champion.
- Consider organising your own activities, stay and play session or story telling group to continue supporting families after their sessions have ended.
- Encourage the families you are working with to make sharing stories and reading part of their everyday lives; signpost them to their local children's library and other children's sessions in the local community.

### Why Volunteer?

Volunteering is a great way to get involved and give something back to your community. You will get full support to develop new and existing skills.

Volunteering is one of the most rewarding things you can do. It can help you to:

- Gain confidence.
- Make a difference.
- Meet different kinds of people and make new friends.
- Be part of a community.

### How to find out more:

Please email:

[catherine.timbers@literacytrust.org.uk](mailto:catherine.timbers@literacytrust.org.uk) or  
[megan.humphreys@literacytrust.org.uk](mailto:megan.humphreys@literacytrust.org.uk)



Change your story

## YWCA Yorkshire

The time you donate will help to support vulnerable young women children and families across South Yorkshire. In return for your generosity, YWCA Yorkshire can offer you training, community, friendship, experience and skills-development.

### Benefits of volunteering for YWCA Yorkshire:

- Choose the role that's right for you. We have opportunities in befriending, administration, handyman and housekeeper roles.
- The option to take part in a volunteer accredited training course at your own pace.
  - One to one support.
  - Access to training.
  - Access to well-being support.
- Enjoy a 25% discount at our charity shop.

### How to find out more:

Contact us at  
[www.ywcayorkshire.org.uk/volunteer](http://www.ywcayorkshire.org.uk/volunteer)

Or you can email or call Nicole, our Volunteer Coordinator, [nicole.cannon@ywcayorkshire.org.uk](mailto:nicole.cannon@ywcayorkshire.org.uk)

Whatsapp contact @ **07908621469**



## Volunteer Passport

The Volunteer Passport course is delivered by Adult, Family & Community Learning. The six-week course is a good introduction for those who are volunteering, or about to start within different children and adult settings. The course introduces learners to key pieces of legislation which may impact on your volunteering work.

The Volunteer Passport is only applicable to volunteers at City of Doncaster Council. Partner organisations have their own volunteering processes in place.

The six-week course consists of 3 hour weekly sessions covering a different module each week.

Classes cover the following area:

- Equality, Diversity & Inclusion
  - First Aid
- Keeping Yourself & Others Safe
  - Health and Safety
- A Person Centred Approach

The course is accredited and the qualification is recognised. A certificate is awarded on completion of the course and assessment. The certificate is awarded by NCFE.



**Doncaster  
AFCL**

## Testimonials

"I began volunteering in the Family Hubs as a way of gaining confidence and experience ready to move back into the workplace once my children were both at school age.

I'd already attended college, passed my functional skills maths, and felt ready for the next step. Gaining new skills and meeting new people really helped improve my self-esteem, and I was fully supported by the Family Hub management and Business Support colleagues.

I soon felt ready to start applying for paid employment, and I'm happy to say I'm now working in the same Hubs where I began my volunteering journey".

**Kathryn - Business Support Officer**



## Testimonials

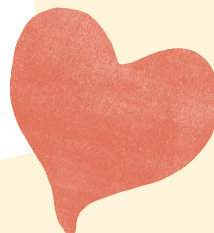
"I'm an early year's development worker for the Central area family Hubs.

I started my journey with the family hub, back in 2003 as a parent of 3 children. On my first visit to the children's centre I was nervous but was made to feel extremely welcome at a time when I felt very alone and isolated as a parent, I had moved to a new area and didn't know anyone and had very little support.

When attending a growing friend's session, I got chatting to a member of the health team who said to me "you are great with families you should volunteer".

After volunteering for a year and attending all the relevant training, I was given the opportunity to cover an early year's staff member whilst they were on Maternity leave, after this period of cover had come to an end a short while after fortunately for me another Maternity cover post came up. I continued to be supported by all staff and management throughout my journey, I owe many thanks to Tracey Fry for her kindness support and hard work as I was able to be lifted and shifted into a permanent post. I am extremely happy and proud to be able to support families like me and be part of this very special wonderful team that is My Central Area Family Hub Family".

**Rebecca - Early Years Development Officer**



## Testimonials

“I started my volunteering journey as a parent delivering the Empowering Parents Empowering (EPEC) Communities programme. During this I also made the decision to return to education, when looking for a student placement as part of education I returned to the Family Hubs because of the positive experience I had whilst delivering EPEC. I spent a year as a student volunteer and was then successful in gaining employment as an Early Years Development Worker. After being a stay-at-home mum for 7 years I was anxious and nervous to return to work. Being a volunteer built my knowledge and gave me practical experience, but more importantly helped to rebuild my confidence. I am now part of the Community Engagement team doing something I love and it started with giving a few hours a week to volunteer”.

**Olivia - Community Engagement Worker**



## Testimonials

“I volunteered at the family hubs for a good few years and in this time, I learnt so much and grew as a person. Working with different people gave me the chance to see how different people worked and the chance to learn different skills from them all. Each day it brought something new and different. I got the chance to work with outside companies that I wouldn't have normally ever come in contact with. Volunteering also gave me the chance to grow my confidence. I have always been someone who loves to be creative and working with children and the family hub gave me the opportunity to flourish. After all the hard work I have put in volunteering it paid off, as I am now in a full-time permanent position in the family hubs team. For anyone who is looking to work with younger children and still gain knowledge on working in early years, I would full recommend volunteering first”.

**Shannon - Early Years Development Worker**

