



Child Support Volunteer – Role Description

About the role: Chain of Hope runs an International Child Referral Programme, providing vital treatment to children from countries where there is little or no access to cardiac care. We bring children to the UK for surgery and our volunteers help us to support the children and their families' whilst they are here. Child Support Volunteers are integral to the smooth running of the UK programme and provide a valuable chain of support for the Child Referral Team.

Time commitment: This role is on an ad-hoc basis, weekdays, evenings or weekends. We ask that volunteers can commit to supporting us for a minimum of 12 months.

Location: London, Royal Brompton Hospital, Evelina Children's Hospital, and Harley Street Clinic

Opportunities of the role:

- Develop skills in listening and supporting people through challenging situations
- Gain experience of supporting both children and adults in a hospital setting
- Learn about working with people from a variety of different cultures and backgrounds
- See the rewarding results of Chain of Hope's work and become a part of our community

Aspects of the role may include:

- Visiting families during their pre or post-operative stay in hospital
- Offering social, emotional and practical support where needed
- Attending hospital appointments with families
- Supporting parents whilst their child is undergoing surgery
- Providing relief for Host Families
- Taking families on outings around London
- Carrying out errands for the Child Referral Programme Team, such as shopping for toiletries or other essentials that families may need
- Providing feedback about families to the Child Referral Programme Team
- Assisting with airport transfers and hospital admissions (*involving additional responsibilities*)

Desired experience and qualities:

- Flexible, reliable and committed
- Excellent communication skills, in particular listening skills
- Friendly and compassionate
- Self-aware and emotionally intelligent
- Able to use own initiative
- Willingness to take onboard feedback from staff in order to provide the best possible support
- Have respect and understanding of different cultural behaviours, practices and religions

What we will provide:

- Induction to Chain of Hope
- Relevant training needed to successfully carry out the role
- Regular support groups as well as ongoing one-to-one supervision
- An annual one-to-one review
- Reimbursement of reasonable out of pocket expenses, as outlined in our volunteer handbook

Volunteers must be aged 18 or over. This role is subject to a successful interview, an enhanced Disclosure and Barring Service check, completion of safeguarding training, and the provision of two satisfactory references.

For more information or to apply for this role please contact Charlotte at charlotte@chainofhope.org