



# **Independent Visitor Service**

**Nottingham**

Role information pack

# Introduction

**I am delighted you are interested in volunteering with us at The Children's Society.**

We passionately believe that every child should feel safe and loved, and be able to walk tall and be the best they can be. It is a scandal that millions of children in this country live in poverty, battle with homelessness, struggle with mental health issues and exploitation and grooming by County Lines gangs. The Children's Society has a bold and audacious vision for a country where children are free from this disadvantage, and can thrive not just survive.



Our fantastic teams are working across the country, leading pioneering services that provide quality support to children and young people in need. Our front line work serves thousands of children and young people every year, and means we have the integrity to argue for social change. But we are also working to change the systems that trap young people in disadvantage. Our policy and campaigns teams work to raise the profile of our work and ensure children and young people's voices are heard by Government and politicians.

We are proud of all the team at The Children's Society is achieving, but we are impatient — because every day children are still finding themselves alone and frightened, and they need our help. That means we want to be doing even more, reaching even more young people, and making an even bigger impact. We know we can only do this by having a brilliant, committed, energetic team of staff and volunteers.

This really is an amazing organisation to be part of, and we are committed to being an agile and high performing team. So if you share our vision, our values, and yearn to change the world, then you'll fit in well at The Children's Society and we would love to hear from you!

## Come join us!

A handwritten signature in black ink, appearing to read 'Mark Russell'.

**Mark Russell**  
CEO

# Our vision

## **A society built for all children.**

This is the world we seek to create; the day our vision comes true is the day we celebrate and close The Children's Society because our work is done.

We won't rest until we've achieved our vision. Where together with young people and our supporters, we've created a society built for all children. Where hope is alive in every child.

# Our goal

## **By 2030, we will have overturned the damaging decline in children's well-being, setting a path for long lasting growth.**

This is our big, bold focus to drive our energy and efforts over the next ten years. It will advise everything we do and every decision we make to help us take a giant leap towards our vision.

In the decade ahead we are determined to make sure this generation of children have a better childhood. So we will set out to build a happier, safer society for young people to grow up in, where they can look forward to their futures with more hope.

# Our values

Alongside our goal, our **values** drive our efforts towards our vision.

## **We are brave**

unafraid to challenge injustice wherever and whenever we see it, fearless in our determination to ensure young people are heard. We try new things, we push boundaries and when we fail, we learn. And then we go again.

## **We are ambitious**

for the potential in all young people. For all that children can be in the future, and for the society that is built for all children. And we are ambitious about our role in bringing about that change – pioneering new projects, boldly calling for radical change.

## **We are trusted**

delivering the best care and support available for young people. We never give up on them; we stay by their side through everything, no matter how hard things get, until things have changed for the better.

## **We are supportive**

and always see the good in every young person we help, inspiring them to new and greater achievements, helping them out of bad situations to see where their lives can go and what they can become. And we listen to and respect all young people.



# Our Impact

## Working with young people



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**78 services** across our three priority areas of well-being, adolescent risk, and child poverty

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**55,494 young people** and more than 4,500 parents and carers reached

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**738,220 young people** reached through **systems change** work

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**1,000+ young people** involved in **advocacy and consultation** work with us

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## Working for change



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We released our **eleventh Good Childhood Report**. More than **42,000 children** have taken part in surveys for this report since 2010.

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More than **13,000 people** campaigned with us, taking more than **25,000 actions** like signing petitions.

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We provided **support, guidance, thought leadership, and evidence** to local authorities, professionals, businesses, government, and the wider sector.

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Our latest Impact Report can be found [here](#).

# Welcome!

An Independent Visitor (IV) is a volunteer who provides regular contact to a child or young person who is cared for by the local authority. The main purpose is to provide an adult who is separate from all the professionals involved in their life to build a trusted relationship, provide emotional support, and someone to talk to and to go out with into the community. The child or young person chooses if they want to use the service, who they are matched with, and if or when the relationship might end.

This is a great role for someone of any age (over 18) who enjoys spending time with children and young people. We ask volunteers to commit to volunteering in their role for two years, to ensure the child has stability.

We want your time with us to be enjoyable and rewarding as well as impactful, which is why we will provide you with all of the support and training you need to be effective in your role and to get the most out of volunteering.

## We hope you can join us!

# Alyssa's story

*This is a true story but names and identifying details have been changed to protect the young person.*

After experiencing abuse as a child and bullying in school, Alyssa was struggling to cope with her emotions and as a result had begun to self-harm. At her lowest point, she contemplated taking her own life.



Alyssa was referred to Kerry, a therapist from The Children's Society, who she would meet each week and talk about her thoughts and feelings and how she had been coping.

Having someone to trust to talk to helped her to connect how she was feeling with her past experiences and gave her the space to process them.



Today, she is confident and hopeful about the future.

# **What you'll be doing.**

**To be effective in this role, you will need to be available once per month for approximately 2-4 hours, for a minimum of 2 years.**

## **The key activities of the role will include:**

- Meet on a one-to-one basis with a child or young person you are matched with, establishing a relationship of trust and support.
- To visit the child/young person on a monthly basis, making suitable arrangements with their carer and to be reliable in keeping those arrangements.
- To remain independent of the local authority and to promote the child/young person's developmental, social, emotional, religious and cultural needs.
- To undertake activities agreed with the child/young person which are suitable for his/her age, aptitude and ability.
- To be available to undertake training and 1:1 supervision on an agreed basis.
- To report to the service coordinator any concerns about the child's/young person's welfare.



- If requested, to contribute to a case review by the local authority, which reflects the child's/young person's viewpoint. This can be either in writing or by invitation from the child/young person to attend.
- Keep the Volunteer Coordinator informed of all planned visits, and any changed or failed visits.
- To complete and return a contact form after each visit and keep accurate records of any reasonable expenses incurred, ensuring activities remain within agreed expenses.

**You must be willing to adhere to The Children's Society's policies and procedures at all times, particularly in relation to health and safety, safeguarding and safe practice, and confidentiality**



# Who are we looking for?

**Formal qualifications are not required as full training will be provided.**

**To be effective in this role, we ask that you are:**

- Honest and trustworthy
- A good listener
- Responsive, understanding, and patient
- Friendly, approachable, and at ease in engaging with children and young people
- Reliable and dedicated in your role - the young people we support may have been let down by others
- Open minded, non-judgemental, and respectful of the backgrounds and circumstances of others.
- Willing to travel to where the child or young person you are matched with is based

# **Our commitment to diversity and inclusion**

The Children's Society will treat all potential and recruited volunteers fairly and with respect. We will not discriminate on the basis of disability, ethnicity, marital status, pregnancy or maternity, gender, sexual orientation, religion or faith, or gender reassignment.

We will not discriminate on the basis of age, unless the responsibilities of a role require us to do so in order to safeguard our volunteers and/or service users.



# What we can offer you

- A full induction into your role and introduction to The Children's Society
- On-going support and guidance from your volunteer manager, including one-to-one supervision
- All necessary training for your role - you will also have access to a broad range of online learning modules and courses
- Recognition of your commitment and achievements
- A reference once you have been involved with us for a period of time
- Reimbursement of reasonable expenses as agreed with your volunteer manager
- The opportunity to be part of an innovative project within a national charity, gaining an understanding of the issues facing vulnerable young people and making a positive difference to their lives
- A free and confidential telephone counselling service is available to all volunteers

# Next steps (CYP services roles)

If you think this could be the role for you, please apply online. If you're successful at the application stage, we'll be in touch to arrange an interview with the recruiting manager, to talk more about the role and to find out more about your interests and skills. You'll also have the opportunity to ask us any questions you might have.

As we're a children's charity, we are committed to following safe and inclusive recruitment processes outlined below and will fully support you through the steps.

## Our Commitment To Safeguarding and Safer Recruitment

As a children's charity, our top priority is the protection of the children, young people and vulnerable adults who interact with us in any way and we take all necessary steps to safeguard them and promote their welfare. We expect all staff and volunteers to share this commitment. This role will require enhanced checks, therefore if you have been barred from working with children you must not apply for this role. Volunteers applying for roles within our services must be 18+ and the offer of a role is subject to:

- Completing a work history form if invited to interview.
- Completing a criminal/self-disclosure form if offered the role after interview and a DBS check.
- Providing a minimum of two references spanning five years.
- Successfully completing training and induction requirements.
- 3-month introductory period in the role to ensure this is right for you.

All information obtained is processed and stored securely and confidentially in line with the General Data Protection Regulations. It is used for assessing the volunteering application only and will not be shared with any third parties. We assess every case individually in a fair, consistent and compliant way, and in line with Safer Recruitment principles. Applicants will not be prohibited from volunteering because of a conviction which does not indicate they may be a risk in the role for which they are applying.



Every young person should have the support they need in order to enjoy a safe, happy childhood.

That's why we run services and campaigns that make children's lives better and change the systems that are placing them in danger.

**The Children's Society is bringing hope back to children's lives.**

For more information about volunteering, please see:

**[childrenssociety.org.uk/volunteer](https://childrenssociety.org.uk/volunteer)**

**The  
Children's  
Society**