**Leicestershire Family Help Parent/Carer Advisory Group Volunteer**

Are you interested in becoming part of a new Adult Advisory Group of volunteers that is being set up to help us develop and improve our service to children and the families?

**Advisory group role description**

Our Parent/Carer Advisory Group will be made up ideally with service users who want to volunteer who give their views, opinions and advice us to help shape and influence the services we provide. An adult advisory group will be asked to contribute to our service delivery and improvement in different ways. For example, you will have opportunities to take part in interview panels for recruitment and be part of consultation groups. You may be asked for your constructive and impartial advice and opinions to challenge local policies, procedures and practices, helping to constantly improve service delivery to all sections of the communities. We also want you to offer your experiences and insights to do things differently. Your valuable feedback is needed to help us make decisions that contribute to improving and shaping our services for people who need them.

The group can offer insights of their experiences and identify new opportunities and trends for our department.

**Duties and Responsibilities:**

* To attend initial training and planning meeting prior to the task or interview. If you feel you need extra support or do not fully understand the process you must tell us.
* Support the service by carrying out the task or interview either by telephone, online or face to face
* Complete relevant forms for feedback
* A debrief will be given regarding the outcomes of the activity
* Maintaining confidentiality and being respectful. Being fair and considering diversity and equality
* Communicating with staff promptly with any issues or difficulties
* Letting staff know immediately if you are unable to volunteer for some reason. It is your responsibility to keep us updated with changes in your circumstances e.g changes in contact numbers

**Who is suitable for this role?**

This opportunity is for people aged 18 year plus who are living in Leicestershire. This is for Parents, carers and volunteers.

We are interested in recruiting Parent/Carer Advisory Group volunteers from a variety of communities and backgrounds from all districts across Leicestershire. We want a pool of people from each district to draw upon.  We are looking for referrals from each district.

**Advisory Group time commitment**

The training is 1.5 hours online on Teams which will cover being part of an interview panel and mystery shopping. Training also covers being part of an advisory group and giving us your voice/feedback. As opportunities come up, we will contact you with the details.

A typical activity or interview can vary in time, this will be discussed with you in terms of your availability.

**Skills and Abilities**

You will need to be able to:

* Give your views and provide support, advice and guidance to others
* Give unbiased and fair advice and opinions
* Build and good working relationships with a wide range of people
* Work as part of a team and get involved in various activities
* Ability and willingness to undertake any agreed training
* Be reliable and enthusiastic

**Do I need any experience?**

No, is the answer. If you are willing to work with us and learn the process. You need to be fair and respectful and commit to the tasks agreed. It is an exciting development opportunity.

**Benefits of being an Advisory Group Volunteer**

You could build on your C.V by helping on interview panels and taking part in consultations.  Also adding mystery shopping where you are giving feedback on our service will look great on your C.V. The group will potentially act as a CWFS advisers. If you want to make an active difference it is a great way to have a voice and influence decisions. Participating in the process can be fun, and you will gain a lot of transferrable skills. e.g. confidence, communication, analytical judgement, critical skills, team work. We will provide training and support.

If you want to make an active difference it is a great way to have a voice and influence decisions.

**What support/training will be offered**

* A full induction to the organisation and the role.
* Full training to prepare you for all aspects of your role and on-going training.
* Ongoing support will be provided by the Family Voice worker.
* Opportunities to become involved in other volunteer activities.

**A bit about our organisation**

Children and Family wellbeing service are part of Leicestershire County Council. We provide support for 0-18 years and parents/ carers. We have early help, youth justice, family workers and wellbeing workers.

**How to apply**

If you want to be part of the advisory group and/or be a mystery shopper, please call our office on 0116 305 0030 for the referral form. Children and Family Wellbeing staff also will have referral forms. You can email [voice@leics.gov.uk](mailto:voice@leics.gov.uk) or call Vid Jogia 07725204118. Available Mon to Thurs 9 to 1.30pm.

In my absence Rachel Sharman is the contact for urgent queries.