



## **ROLE DESCRIPTION- COURSE TEAM**

### **Course Team Volunteers are:**

- Friendly and approachable
- Non-judgmental, open about our own experiences and humble
- Prepared to join in with and facilitate group discussions if asked to do so
- Sympathetic to the Christian ethos of the Princess Project (although they do not need to have a Christian faith themselves)
- Prepared to help out wherever needed
- Good team workers
- Ambassadors for the Princess Project
- Able to commit to come along every week for the duration of the course

### **At each session, volunteers will:**

- Arrive at least 15 minutes before the start of the course to help set up
- Help out during the session where needed
- Tasks may include:
  - Leading and facilitating group discussions/activities
  - Taking drinks orders
  - Making and serving refreshments
  - Welcoming and talking to mums, especially anyone who is new
  - Helping with the creche
- Help clear up afterwards
- Contribute to any debrief afterwards

### **Financial Considerations**

Any costs incurred during the course of volunteering (e.g. for petrol, or if a volunteer is providing the refreshments) can be claimed back from the Princess Project. Receipts should be obtained and kept for all such expenses, and they should be given to the project leader along with a completed Volunteer Expenses form.

### **Safeguarding and confidentiality**

- If a volunteer has any safeguarding concerns about a family, then they should bring those concerns to the attention of the Princess Project staff member leading the session, who will in turn notify the safeguarding officer if needed. You should not talk about these concerns with anyone other than the Princess Project staff team.
- Volunteers should be mindful of the need for confidentiality- please do not talk about your volunteering work outside of the Princess Project other than in very general terms i.e. do not mention any names or specifics that would allow identification of a family. Some families may have fled domestic violence, and their whereabouts might need to remain concealed from the perpetrator; other families just might not want others to know details of their lives

that they might share during the course. This includes not asking other people to pray about specific situations we might become aware of, unless we have explicit permission to share the details.

- Volunteers should not disclose personal information such as home address details to clients. Volunteers should not arrange to visit clients at the client's home or to meet up outside the Hub without prior discussion with a member of the Princess Project staff team. Volunteers should never invite clients to their own home.

### **Representing the Charity**

Volunteers will be representing the charity whilst performing their role. We ask our volunteers to be mindful of this. Volunteers should not offer advice to clients unless this is under the direction and supervision of one of the Princess Project staff team. Volunteers should familiarise themselves and adhere to the Princess Project's Talking about Faith policy.

### **Training**

- If helping with the running of a session, volunteers will be given the course material a minimum of a week ahead, allowing them to read through it in advance.
- A planning meeting and a debrief meeting will generally be held before the start and after the end of a course- volunteers should make every effort to attend these meetings if at all possible.

### **Complaints/Grievances**

- If you have any concerns about any aspect of your volunteering, or about anything else concerning the Project, please speak to the Princess Project staff member leading the course in the first instance, or the Project Manager/CEO if the problem concerns this staff member. If the problem concerns the CEO, please speak to the Chair of Trustees. For more information see 'Grievance procedures for volunteers' guidance.