



**Change  
Grow  
Live**



**Make a difference**



**Believe in people**

Change Grow Live Registered Office: 3rd Floor, Tower Point, 44 North Road, Brighton BN1 1YR.  
Registered Charity Number 1079327 (England and Wales) and SCO39861 (Scotland) Company Registration Number 3861209 (England and Wales)

# Volunteering with Change Grow Live

## Independent Visitor Role

The Children's Act of 1989 first introduced the role of Independent Visitor<sup>1</sup> (IV); it is a statutory duty of the supporting local authority to invite all looked after children and young people to consider having an IV. The main purpose is to provide an adult who is separate from all the professionals involved in their life and give them friendship, within boundaries, emotional support, 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.

The IV usually meets with their child or young person once a month, with the aim of developing a stable and enduring relationship, allowing them to grow in confidence, feel valued and to thrive in their lives. It may take some time for those referred to the service to trust adults, so consistency, patience and resilience is key to the role.

### **The volunteer will be expected to:**

- Perform the volunteering role to the best of their ability
- Help Change Grow Live fulfil its role in offering the best service to the children and young people referred to us
- Understand Change Grow Live values and vision<sup>2</sup>, and promote those whilst undertaking your volunteering role

## Main Responsibilities

- Meet on a one-to-one basis with a child or young person you are matched with
- Go out into the community and enjoy activities you have both agreed to do
- Encourage the child or young person to make positive use of local resources
- Be a role model and contribute to the young person's development and confidence
- Maintain principles of confidentiality, in relation to the young person and the project
- Always operate within the policies of Change Grow Live, and any referring agency
- Complete and return all project paperwork immediately after each visit, as directed
- Attend one-to-one support meetings and be willing to join group activities
- Escalate any safeguarding issues or concerns using project escalation procedures
- Keep the project informed of all planned visits, and any changed or failed visits
- Ensure activities remain within agreed expenses

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<sup>1</sup> [Children Act 1989](https://www.legislation.gov.uk/ukpga/1989/41/section/23ZB) <https://www.legislation.gov.uk/ukpga/1989/41/section/23ZB>

<sup>2</sup> [Mission, vision and values | Change Grow Live](https://www.changegrowlive.org/about-us/mission-vision-values) <https://www.changegrowlive.org/about-us/mission-vision-values>

## Recruitment Process

All applicants wishing to join Change Grow Live will follow the same route:

- Application - *After reading this pack – completed as fully as possible*
- Short Listing - *If criteria met, applicant is offered a first conversation*
- First Conversation - *One-to-one call or meeting with applicant*
- Conditional Offer - *If criteria met, applicant given offer to start training*
- Role Training - *Usually, group sessions run by individual projects*
- Pre-commencement Discussion - *Review of training and any feedback – like an interview*
- Satisfactory DBS Disclosure - *DBS support documents validated at training/ discussion*
- Satisfactory References - *Obtained after conditional offer sent out*
- Volunteer Registered - *Project issues supporting documents to HR for approval*
- ID Card Issued - *Once volunteer role approved by HR*

## Volunteer requirements

1.	<b>Skills and Qualities</b>
1.1.	Non-judgmental attitude
1.2.	Effective Listener
1.3.	Good non-verbal communication
1.4.	Appropriate and timely verbal and written communication
1.5.	Proficient in using basic IT resources – email, word processing, website search engines
1.6.	Honest, reliable, and committed
1.7.	Excellent time management skills
1.8.	Willingness to take a Child or Young Person out on a one-to-one basis in the community
1.9.	Ability to own the relationship with the child or young person you are matched with, give them the respect and priority they deserve

2.	<b>Personal Approach</b>
2.1.	Motivated and enthusiastic to volunteer with a Child or Young Person
2.2.	Self-awareness; strengths and weaknesses
2.3.	Resilience – when to go on or when to accept defeat
2.4.	Confidence – dealing with difficult situations
2.5.	Ability to volunteer within professional boundaries
2.6.	Keen to understand issues faced by our children and young people
2.7.	<p><u>Equal Opportunities</u></p> <p>Change Grow Live are committed to creating an inclusive environment, which celebrates difference and allows our staff, volunteers, and service users (young people) to flourish. We are committed to promoting and ensuring anti-discriminatory practices through our organisational values, policies, and procedures, which we expect all staff and volunteers to promote and adhere to.</p>
2.8.	<p><u>Training and Development</u></p> <p>As part of the selection and recruitment process individuals are required to undertake Change Grow Live mandatory training modules to enable them to conduct the role as described above. Volunteers are required to following all policies and procedures, as laid out in training. These will include the following subjects:</p> <ul style="list-style-type: none"> <li>- Organisational Induction</li> <li>- Equality, Diversity, and Inclusion (EDI)</li> <li>- Safeguarding</li> <li>- Data Protection</li> <li>- Health and Safety</li> <li>- Annual refresher training</li> <li>- Roles and Responsibility</li> <li>- Children and Young People in Care</li> <li>- Boundaries</li> <li>- Information Security</li> <li>- Communications</li> </ul> <p>Ongoing training and support will be provided to all volunteers and there are opportunities for further development if you wish.</p>
2.9.	<p><u>Safeguarding</u></p> <p>Change Grow Live are committed to ensuring the safeguarding and wellbeing of children and adults at risk, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.</p>

<p>Note 1</p>	<p>All the above information is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time to meet the changing needs of Change Grow Live. Any change will be made after an appropriate period of consultation.</p>
<p>Note 2</p>	<p>This post is subject to a Disclosure and Barring Service (DBS) check at an enhanced level.</p> <p>At Change Grow Live, we actively promote equality of opportunity for everyone and welcome applications for volunteering roles from a wide range of people, including those with criminal records. Since April 2014 we have been a Ban the Box<sup>3</sup> employer and having a criminal record may not necessarily prevent you from working as a Change Grow Live volunteer.</p> <p>It will not be necessary to discuss details of offences at interview stage as you will be given ample time and opportunity to discuss convictions in a confidential manner once a DBS check has been undertaken. The nature of the volunteering role and the nature of your offences will be considered by a senior review panel before an applicant is finally approved for a position.</p> <p><b>Please also note:</b> Being <b>DBS Barred</b> means an individual cannot work with children or vulnerable adults, and it is a <b>criminal offence</b> for an individual to attempt to do so. Change Grow Live would also be breaking the law if they were to recruit someone who is DBS Barred.</p>

<sup>3</sup> [Ban the Box - Unlock](https://unlock.org.uk/project/ban-the-box) <https://unlock.org.uk/project/ban-the-box>