



Outreach volunteer

Purpose of the role

Outreach volunteers support outreach visits to education settings, support groups and other services. They also run information stalls at third-party events. The purpose of our outreach programme is to publicise the existence of SPCF, expand SPCF membership, reach out to underrepresented groups, facilitate peer support and information sharing, and gather feedback from parent carers about local services.

Main activities

- Set up the room or information stall (if attending an event)
- Give a brief explanation of SPCF – who we are and what we do
- Ask parent carers to sign a register
- Encourage parent carers to sign up as members, ideally via the [website](#)
- Offer refreshments
- Hand out SPCF information material, e.g. newsletters, membership forms
- Talk to parent carers about their issues, whilst being careful not to criticise specific staff members, services or settings
- Encourage and facilitate group discussions
- Provide emotional support
- In response to enquiries, give simple information and signpost to support where appropriate. If unable to provide the information needed, pass the enquiry on to staff for follow-up
- Tidy up at the end of the session
- Log parent carer feedback via the [SurveyMonkey form](#)

Skills and experience

- Diplomatic
- Non-judgemental
- Supportive
- Friendly
- Good listener
- Able to maintain confidentiality
- Reliable

Training provision

- Volunteer induction

Support:

- Support from volunteer coordinator
- Annual volunteer events

Availability

- Max. 2 hours per month during school hours, term-time only (less frequent is fine)

Location

- Venues across the city

Main point of contact

- Clare Peck, Outreach coordinator
Email clare.peck@sheffieldparentcarerforum.org.uk
- Eva Juusola, Director of Operations
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