

Role Description



VOLUNTEER ROLE: Families Voice - Engagement Volunteer

REPORTS TO: Engagement Lead - Families

LOCATION: The role can be undertaken remotely and is flexible in location. The Engagement team office is based at the Demelza Kent site.

PURPOSE OF ROLE:

Having enthusiastic and dedicated parent/carers of a child with a life-limiting condition support the engagement team at Demelza in gaining participation and involvement of other parent's and carers to support service development and improvement at Demelza.

ROLE/DUTIES/RESPONSIBILITIES:

- To develop relationships and be the link between parent carers and the engagement team
- To support and facilitate family involvement in service development at Demelza through a variety of 'families voice' activities.

You will receive support, training and guidance in the role, and flexibility around your caring responsibilities. The role can be remote or agreed time in the office with the team, travel expenses will be reimbursed for in person meetings, events and any other out of pocket expenses agreed with the Engagement team as part of the role.

It is expected that this will be an average of 4 hours per week spread over time. Any professional and personal development opportunities for volunteer development within the role either internally or externally will be sought and considered. Demelza's organisational volunteer training and interview process is essential to the role and will follow normal procedures.

SKILLS & QUALITIES:

Essential criteria

Experience as a parent/carer of a child with a life-limiting or life-threatening condition (this includes bereaved parents)

Excellent written and verbal communication skills, including strong facilitation skills, with sensitivity to the emotional needs of the parent group

Excellent interpersonal and relationship building skills, all stakeholders

A strong understanding of the importance of confidentiality and boundaries

Strong organisational and planning skills, with ability to coordinate and deliver projects

Ability to work independently and manage time effectively

Committed to advancing equality, diversity and inclusivity in all aspects of work

Desirable criteria

Experience of engagement, involvement, and stakeholder relationships

Proven ability to share findings, feedback, ideas and suggestions in a clear professional accessible format suitable for a diverse audience, including summary reports, short messaging and oral presentations

TIME COMMITMENT:

Role Description



Flexible as required, approximately 4 hours per week

TRAINING AND SUPPORT:

You will receive a link to online Mandatory Training and a Volunteer Handbook applying, which covers key information such as Moving & Handling, Fire, Data Protection and Safeguarding. In addition, an in-person training session will be delivered with the Family Engagement and Practical Support teams to complete further training on Safeguarding, Boundaries and confidentiality, and Data Protection. When starting the role, a full induction will be completed with your line manager. Further specific, specialist training will be provided if appropriate/relevant to the area you will be assigned to. All volunteers must maintain their mandatory training to continue in their role.

This role is subject to an Enhanced Disclosure and Barring check, which will be completed with you by the Practical Support team as part of the onboarding process. Regular 1-1 supervision will be given for this role. Ongoing support is available to volunteers through their line manager and the Voluntary Services team.

UNIFORM/DRESS CODE REQUIREMENTS:

Not required, lanyard at events and on site to identify you and your role.

TEAM DEMELZA - OUR VALUES & BEHAVIOURS:

Volunteers are expected to demonstrate and actively align to our organisational values and behaviours. The full values and behaviours documents can be found on the Demelza Intranet.

Demelza's Values



SAFEGUARDING AND FREDIE:

Role Description



Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.

Demelza also values FREDIE principles (*Fairness, Respect, Equality, Diversity, Inclusion and Engagement*) and expects all employees and volunteers to share this commitment.

Some volunteering roles will require an enhanced DBS check - this does not mean that you cannot volunteer for us if you have a previous conviction. Demelza conforms to all aspects of the Rehabilitation of Offenders Act 1974.

ISSUE DATE: January 2026

REVIEW DATE: January 2028

VERSION: 1