

Early Help Volunteers



Early Help Volunteers: Information booklet for Early Help Lead Professionals and Social Workers.



Walsall Council





Why do we have Early Help Volunteers?

As part of our Early Help offer in Walsall we have a number of volunteers to provide that 'extra bit of support' to families. All of our volunteers are part of our wider Early Help Locality Teams. All our volunteers are approved to work with children and young people (CYP) and families; we ensure that all our volunteers receive regular training.

Our volunteers are local, know the Walsall area and each have their own specific skills, interests and backgrounds. To help identify the appropriate volunteer to support a child, young person and/or family we have pulled together a profile of each volunteer. This is available in the Early Help Volunteer Profile Booklet, which was written for you to share with families, the introduction and profiles sets out:

- A bit about me
- Interests
- How could I help you and your family
- Strengths
- Information from Early Help

The volunteering service has been designed to support Early Help Lead Professional's ongoing work with a family as part of a plan, it has been developed following feedback from families who felt that with that 'extra bit of support' their family could and would succeed in their ambitions and often stop them feeling alone or isolated.

Families told us, "We would ..."

- value hearing about other people's experiences, from people who have been through difficulties and have overcome these
- feel more at ease with volunteers who have given their time freely to support others
- like to get involved, supported by someone to help us shape the way in which Early Help services are delivered

Our volunteers will support families open to Multi Agency Early Help (level 3) and as part of a Step Down Plan from Children's Social Care (CSC).

Click link: [Right Help Right Time](#)

What support may a volunteer offer?

Volunteers can help in lots of different ways, including helping families with:

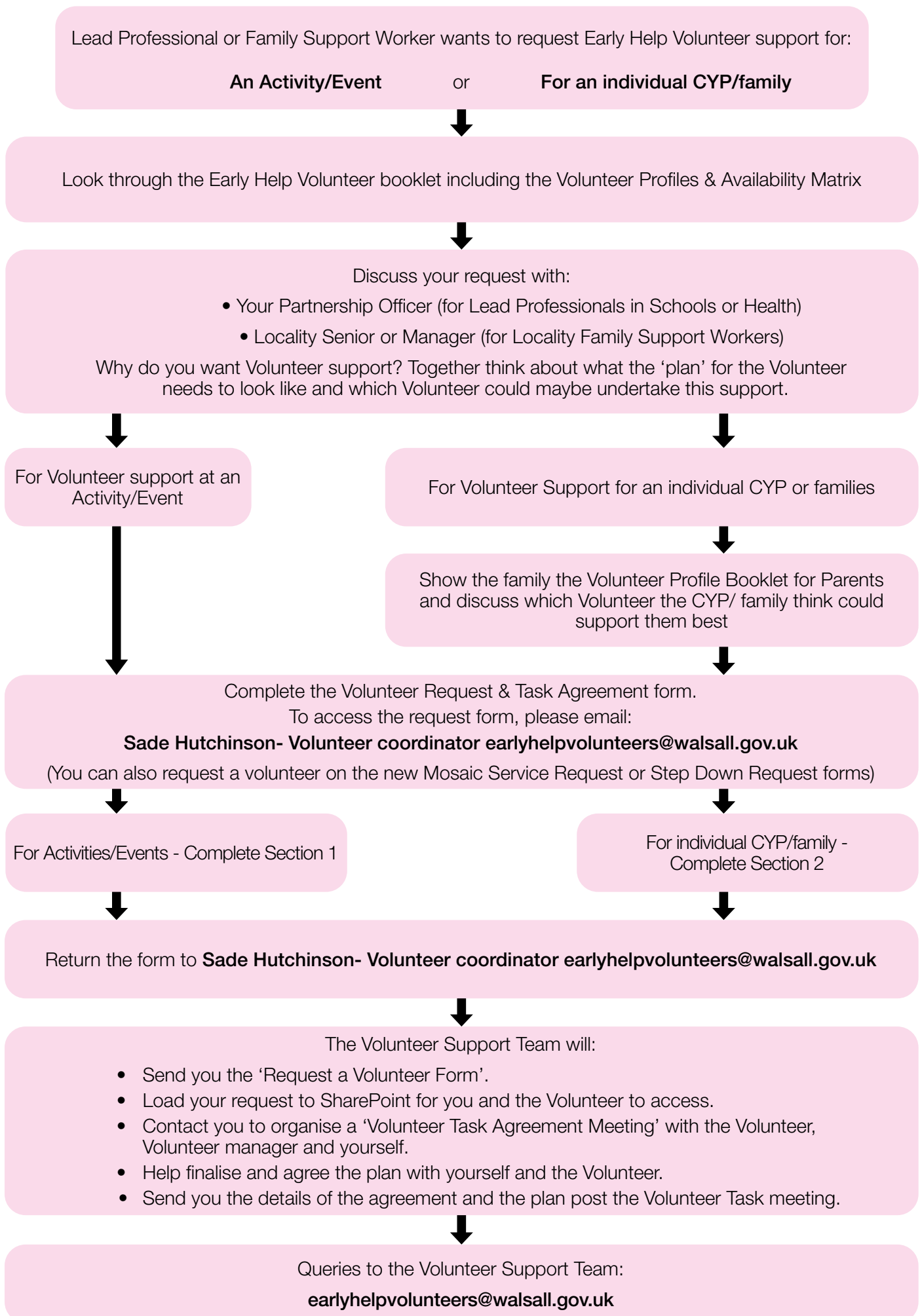
- Children and young people's homework, learning, or accessing school
- Cooking, healthy eating and shopping
- Budgeting and finance skills
- Attend appointments or helping organise families' schedule/s
- Introduce routines and boundaries in the home
- Accessing other support services, or work out what other services families want to get involved with in their local area
- Idea's to entertain children, at home, in the local area or when parents/cares attend appointments (this isn't a babysitting service but the volunteers have offered to go along to the appoint WITH the family to help entertain the children)
- Attending local groups
- Someone to visit regularly to talk and support an individual/family
- Help to get across families points of view, thoughts and feelings at meetings and reviews

What do you need to know before making a request?

- We can only support with individual CYP and families when consent has been gained
- We can only support with CYP and families that are open to Multi agency level 3 (so have an Early Help Assessment or step down plan), we can support a step down to single agency from level 3 where applicable
- Families have to be part of identifying the right volunteer for them. Please make sure CYP and families see the 'Volunteer Profile Booklet for Children and Young People, Parents and Carers'.
- The list of volunteers is not exhaustive, we might not be able to fill your request, or it might take some time to find a volunteer who can meet the needs of a CYP and family.
- Please remember volunteers freely give their time, they often have other commitments and they cannot offer intensive or long term support to families
- All volunteers have been approved to work with CYP and families and receive ongoing training and support.
- You will need to complete a 'Volunteer Request Form' and submit this form, you can ask for the form by emailing your request to **earlyhelpvolunteers@walsall.gov.uk**
- Following receipt of a completed form, they will contact you to take part in a meeting with the volunteer and the Volunteer Manager to discuss and agree the plan for the volunteer.



How to request a Volunteer



Who to contact for support?

If you would like to speak to someone about the Early Help Volunteer Project, please see the contact details below:

- Sade Hutchinson- Volunteer coordinator earlyhelpvolunteers@walsall.gov.uk

Early Help Partnership Officers

- Joanne Phillips - Early Help Partnership Officer, South & Central, Joanne.Phillips@walsall.gov.uk, Tel. 07557 758 373
- Rachael Hemus - Early Help Partnership Officer, West, Rachael.Hemus@walsall.gov.uk, Tel. 07506 076 130
- Sarah Tapscott - Early Help Partnership Officer, East, Sarah.Tapscott@walsall.gov.uk, Tel. 07584 335 800
- Sharon Davies - Early Help Partnership Officer, North, Sharon.Davies@walsall.gov.uk, Tel. 07584 442 656

Early Help Locality Managers

- Julie Hill – Family Support Team Manager, East Locality, Julie.Hill@walsall.gov.uk, Tel. 07734 496 790
- Morag Manson – Team Manager, South Locality, Hub Manager 0-19, Early Help Hub – South & Central, Morag.Manson@walsall.gov.uk, Tel. 07423 028 673
- Natasha Gayle - Family Support Team Manager, North Locality, Natasha.Gayle@walsall.gov.uk, Tel. 07943 082 875
- Sioux Beddow – Family Support Team Manager, West Locality, Sioux.Beddow@walsall.gov.uk, Tel. 07572 128 239

For more information please speak to your Early Help Lead Professional/Social Worker or contact:
earlyhelpvolunteers@walsall.gov.uk

You can also access our website for further information on this link: **[Volunteering \(walsall.gov.uk\)](http://Volunteering(walsall.gov.uk))**

Availability Matrix

Volunteer name	Age	Hours/Days available if applicable	Summer or Holiday availability	Studying/ Specialist in:	Areas of work:	Volunteer Profile Booklet Page number
Aasiyah Batool	21	Varied around university	Maybe	<ul style="list-style-type: none"> • Criminology and Social Care • Youth and Community 	<ul style="list-style-type: none"> • Children • YP and Families coping with trauma • Adolescent to parent violence • Young people with challenging behaviour • Some support from lead professional would benefit 	4
Dorcas Cross	49	Wednesdays but might be flexible with notice	Yes	<ul style="list-style-type: none"> • Family Support • Childhood & Youth • Sociology • Learning Disability 	<ul style="list-style-type: none"> • Young People • Young People with challenging behaviour • Parents of Young people with challenging behaviour • Good communicator • Confident & proficient in the skills needed to support CYP & families 	6
Isabella Paun	41	Monday, Tuesday, Wednesday 10am – 2pm	Maybe	<ul style="list-style-type: none"> • Family Support • Mentoring • Advocacy 	<ul style="list-style-type: none"> • Children, Young People and Families • Good listener • Organised • Romanian Speaking • Budgeting support • Community • Some support from lead professional would benefit 	7
Katie Sedgwick	19	Varied around Studying	Yes	<ul style="list-style-type: none"> • Early Childhood • Schools 	<ul style="list-style-type: none"> • Children & Young People • Good role model • SEND • Support from Lead Professional, maybe ongoing 	8
Kieran Atterbury	21	Varied around Studying and working part-time	Maybe	<ul style="list-style-type: none"> • Psychology • Tutor & Mentoring 	<ul style="list-style-type: none"> • Children & Young People • Parents & young fathers • Sports and Activities • Mental health support to CYP • Good role model • Some support of Lead Professional 	9
Kiran Devi	34	Tues & Wed afternoons up to 5pm	Maybe	<ul style="list-style-type: none"> • Childhood • Youth and community • Family support 	<ul style="list-style-type: none"> • Supporting YP at risk of CSE • Good communicator • Experience of accessing support from services • Advocacy • Qualified social worker • Some support from lead professional would benefit. 	10

Laura Abbotts	36	Wednesdays	Maybe	<ul style="list-style-type: none"> SEND Autism ADHD 	<ul style="list-style-type: none"> Children, Young People & Parents and Carers SEN / ASD ASD/Autism – Children with Disabilities Good communicator Good listener Calm and confident Experience of accessing support from support services Some support of the Lead Professional would benefit 	11
Lidia Aston	21	Varied around Studying and working part time	Yes	<ul style="list-style-type: none"> Psychology Supporting positive Mental Health in young people Mentor 	<ul style="list-style-type: none"> Children & Young People Young people education/social/emotional support Good role model Good communicator Good listener Good organiser Active person Mental Health support Experience of overcoming difficulties Support from Lead Professional maybe ongoing 	12
Louise Jones	59	Wednesday & Thursday; Usually able to be very flexible	Yes	<ul style="list-style-type: none"> Counselling skills Law/ Legal experience Advocacy 	<ul style="list-style-type: none"> Children, Young People and Parents / Carers /Families Young People education/social/emotional support Advocacy for CYP and Families Children, Young People with issues with peers. Good communicator Good listener Calm and reassuring Some support of the Lead Professional would benefit 	13
Lydia Kimotho	48	Mornings	No	<ul style="list-style-type: none"> Childhood, Youth and Community Trauma Informed practices Foster Career 	<ul style="list-style-type: none"> Children, Young People and Parents/ Carers CYP & families coping with Trauma Therapeutic parenting Dealing with challenging behaviour and children who are struggling to cope with adversity CYP & Families with attachment issues Supporting children in Education Good communicator Confident & proficient in the skills needed to support CYP & families 	14
Mazeda Begum	47	Tuesday or Wednesday 10am – 2pm	No	<ul style="list-style-type: none"> Early Years Childhood Youth and Community 	<ul style="list-style-type: none"> Children, Young People and families Mental Health Domestic Abuse advocacy Good at listening Bengali, Hindi and Urdu speaking Some support from lead professional would benefit 	15
Michelle Presslie	50	Wednesdays all day term time, Tue and Friday after 2pm.	Yes - Mon, Wed & Thurs	<ul style="list-style-type: none"> SEND, inclusion and Support Education Schools ASD Teaching Assistant 	<ul style="list-style-type: none"> Children, Young People & Parents and Carers ASD/Autism – Children with Disability Good communicator Good listener Calm and confident Supporting children with SEN in their educational placement Experience of accessing support from support services Confident & proficient in the skills needed to support CYP & families 	16
Samantha Hancock	39	Mondays and Tuesdays, some evening and some weekend	Maybe	<ul style="list-style-type: none"> Early Years Childhood, Youth and Community Autism & ADHD 	<ul style="list-style-type: none"> Parents, Children & Young People Good at listening Autism Experience of accessing support from support services Experience of overcoming adversity Some support from Lead Professional would benefit 	17
Zulaikhah Khan	20	Varied around Studying	Yes	<ul style="list-style-type: none"> Social Work - Children and Young People 	<ul style="list-style-type: none"> Children, Young People & Families Good role model Experience of overcoming difficulties Working with vulnerable groups CYP in adversity or children in need of services Good listener Support from Lead Professional ongoing 	18

