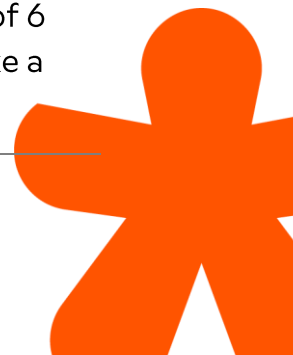


Digital Community Volunteer Role Description

Gingerbread is the leading national charity working with single parent families in England and Wales. We want a society in which single parent families are treated equally and fairly and have the support they need. To get there, we provide information and support to single parents, through our local groups, digital communities, website and advice service.

Single parent volunteers are an essential part of our local groups and digital community, providing peer support to members. This role description is for volunteers in our digital community.

Role	<i>Digital Community Volunteer</i>
Role summary	To support single parent members in the Gingerbread Digital Community; in particular to run online meet ups and moderate and support conversations.
Purpose of the role	<p>To help ensure that the Gingerbread Digital Community is a safe, inclusive and supportive place for all single parent members.</p> <p>To support single parents to develop meaningful connections and friendships, reduce isolation and access peer guidance and support.</p>
When and where?	<p>All volunteer activity is online. Please see the description of tasks below for the regular time commitment required, and the flexibility that is available in the role.</p> <p>We ask you agree to volunteer with us for a minimum of 6 months. However, we understand you may need to take a break from time to time due to other commitments.</p>



Supported by Your day to day named contact is the Digital Communities Officer at Gingerbread, or another Gingerbread colleague in their absence. Volunteers are also encouraged to give each other support.

Description of tasks

- Be a familiar face and point of contact for single parents in the digital community, including welcoming new members,
- Visit the community at least twice a week to moderate and report any safeguarding or other concerns to Gingerbread.
- Arrange, promote and facilitate online meet ups at least every fortnight.
- Coordinate with any other volunteers in the digital community to, for example, share tasks and ensure meet ups are spread across the week.
- You may wish to occasionally arrange a meet up with community members in person. Please liaise with Gingerbread to ensure this coordinates with other local group meet ups.
- Cascade information from Gingerbread to group members. This can include newsletters, surveys, engagement opportunities and media requests.
- Promote engagement and communication between single parents within the digital community, if needed.
- Signpost community members to the Gingerbread helpline or other relevant services where needed.
- Undertake induction and safeguarding training and any further training as required.
- Keep in touch with the Digital Communities Officer to inform them of your activities and share any concerns or support needed
- Participate in occasional reviews with the Digital Communities Officer and, where possible, attend group volunteer sessions.
- Complete and submit any monitoring forms as required.

**Skills,
experience
and qualities
needed**

As a single parent, you'll know the challenges that being a single parent can bring, so you already have the main qualification! You will also need the following:

- Good communication skills and enjoy talking to others.
- Enjoy using social media and meeting new people.
- Empathy and understanding of single parents' experiences
- Non-discriminatory/ non-judgemental
- Reliable and collaborative
- Able to work in a confidential way
- Organised and punctual
- Willingness to take part in an induction, safeguarding training and additional training opportunities
- Able to embrace Gingerbread's values: Trustworthy; inclusive; brave; supportive; ambitious.
- A commitment to upholding our community guidelines.
- Have a smartphone, tablet or PC, and reasonably good internet access.

**How do you
benefit?**

- Building your skills such as communication, leadership and organisational skills
- Boosting your confidence and your wellbeing
- Developing your knowledge and experience
- Enjoying the chance to support others in your local community
- Being part of an enthusiastic and dedicated team
- Building your CV or giving examples to talk about on application forms or in interviews
- Ongoing support and networking opportunities

**Things you
need to know**

- We will take up two references and conduct a basic DBS criminal record check as part of the recruitment process. Please note, having a criminal record does not necessarily prevent you from volunteering with us.
 - If recruited, volunteers must agree to follow the Volunteer Agreement including following Gingerbread's relevant policies and procedures and acting in accordance with our values and expectations.
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Gingerbread will review your progress with you individually after your first 6 to 8 weeks, then at least annually thereafter. This is to ensure that you are still enjoying the role and to offer any additional guidance or support.

How to apply

If you have any questions, please email Helen Frederick, Digital Communities Officer at peersupport@gingerbread.org.uk.

When you are ready, please complete this form: [Digital Community Volunteer application form](#)

Once we receive your application we'll contact you to arrange an informal interview.

If we both feel happy to proceed, we will take up your references and do a basic DBS criminal record check. If your application is successful, we will arrange your induction training, introduce you to the volunteer team and off you go!
