



**Parenting Hub Volunteer: Parenting North East CIC**

Parenting North East CIC is a social enterprise based in Newcastle Upon Tyne. We offer family support to parents through pregnancy, early infancy and beyond. We do this through regular meets where you can meet like minded parents, get peer to peer support and a listening ear. We also offer a sling hire service and one to one consultancy, within the community and from our central Newcastle office. Our objectives include:

- Providing support to parents of young children to parent instinctively, naturally, sustainably and safely.
- To signpost parents to appropriate support where we cannot provide it
- To create a community for parents to meet with other parents, to share concerns and receive support
- To provide voluntary opportunities to parents in order to develop their skills, experience and confidence whilst out of the workforce, whether on maternity leave or longer term
- To support local suppliers in providing services and products to parents, in order to support the local economy

**Key Skills and Benefits**

Location	<p><b>Flexible</b> – Volunteers can work within the community or from our office located in central Newcastle.</p> <p>Board meetings and team events may require travel for which expenses will be paid.</p>
Time Commitment	<p><b>Flexible</b> – Our parenting hub is open 10-2 weekdays and a commitment of 4 hours a week (termtime) is the usual pattern but we are flexible.</p>
Key Tasks	<ul style="list-style-type: none"> <li>• To aid the supervising keyholder in day to day running.</li> <li>• To provide a non judgemental listening ear</li> <li>• To signpost to services, organisations and research based information</li> <li>• To help parents to choose and use a baby carrier safely</li> <li>• To administer loans using our bespoke loan system (myturn)</li> <li>• To process sales using Square/Stripe/Paypal here/cash</li> <li>• to treat all incomers with kindness and respect in line with company policy.</li> <li>• Answer telephone, email and social media enquiries in line with company policy</li> </ul>

<p>Key Tasks Continued</p>	<ul style="list-style-type: none"> <li>• To check stock for replenishment, damage and stock control purposes.</li> <li>• To keep the store clean and tidy</li> <li>• To prepare refreshments.</li> <li>• To adhere to all Parenting North East policies and procedures.</li> <li>• Any other duties which are consistent with the duties and responsibilities of the post</li> </ul>
<p><b>Experience/Skills</b> You do not need to have these, only to be willing and enthusiastic about learning</p>	<ul style="list-style-type: none"> <li>• Strong interpersonal &amp; communication skills and the ability to deal with a diverse range of people</li> <li>• A kind outlook and a willingness to support people.</li> <li>• The ability to deal with information in a confidential manner and respond with sensitivity</li> <li>• A flexible and non-judgemental approach to people and work.</li> <li>• A knowledge of slings and baby carriers</li> <li>• An ability to explain and identify a safe carry in line with TICKS guidance</li> </ul>
<p>What You Can Expect from Us</p>	<p><b>Commitment to personal development</b> – Parenting North East CIC wants to work to develop our volunteers as well as support our large community of families. In House training is available and we hope to develop a training budget soon to develop formal qualifications and skills.</p> <p><b>Skills and experience to boost your career</b> – The kind of direct customer support and representation skills you build on the team are vital in any number of professional roles: as a volunteer, you’ll not only be able to boost your CV, but you’ll also be entitled to use Parenting North East CIC for references when you need them.</p> <p><b>A new family of volunteers</b> – At Parenting North East, we’re united by the cause we care about, but we also believe that volunteering is as much about making new friends as it is about helping others.</p> <p>We hold in-person meetups two or three times a year at our Newcastle office and every member of our team is welcome to attend. The office also has regular opening hours for our drop-in service and volunteers are welcome to come down at any time.</p>