



KEEN London Volunteer Role Description

We run free, engaging and accessible activities for children with additional needs and disabilities. Our inclusive services offer one-to-one support that helps children to thrive, develop and, most importantly, to have fun.

Role Title:	Coach
Service/Team:	North, East and/or South Services
Reporting to:	Service Coordinator
Time Commitment:	This is a flexible volunteer role. To get the most out of the experience, we would recommend attending two sessions per month as a reasonable expectation.
Location:	North: Wembley East: Hackney South: Lambeth
Skills:	Empathy, Communication, Patience, Problem Solving, Positivity, Sense of Humour, Teamwork, Collaboration, Working With Children
Link to Apply:	https://www.tfaforms.com/4734920

Why we need your help

We provide free games and activity sessions with tailored support for children with additional needs and disabilities. We support over 100 children, known as our 'athletes', with a wide range of additional needs, including autism, cerebral palsy, non-visible disabilities, and global development delay. At KEEN London, we strive to use fun and games to improve young people's wellbeing, and personal, social and emotional development as well as broadening experiences to increase skills and confidence.

Purpose of the role

Our Volunteer Coaches are the backbone of a KEEN London session! You'll provide one-to-one support to an athlete, helping them to access all the activities on offer, achieve their personal development goals, and of course have tons of fun! You can expect to get involved with a wide range of playground games, ball games, nature

walks, and creative activities. From time to time we also run trips for our athletes, and previous trips have included trampoline parks, high ropes courses, pedalo boating and slime-making classes.

Tasks and activities

- You'll support our athletes to engage with the session, and have fun while they're doing it.
- You'll help our Service Coordinators develop goals for our athletes, track their progress, and give them lots of encouragement along the way.
- You'll work with your Service Coordinators and fellow Coaches to come up with new games, develop resources, and plan activities.
- We want our athletes to enjoy being active, making friends, and trying new things - and we want you to join in the activities with them!
- Our athletes love working with energetic and enthusiastic people, and we'll ensure that all your hard work will be rewarded with a great time.

Please note: To ensure that you are equipped and ready to take on this role, there is a thorough application process which includes but is not limited to: an information session, an in-person onboarding training evening, an enhanced DBS check, reference checks and a safeguarding quiz. All elements of the onboarding process have to be completed satisfactorily before you can start volunteering in this role.

Why Volunteer with KEEN London?

KEEN London would not be what it is without the volunteers who support our work, and we want to ensure that all our volunteers gain just as much from their volunteering journey as they put into the charity. Here's what you'll get in return for supporting us:

- Regular volunteer social events, and opportunities to meet other coaches
- We will provide you with ongoing feedback and support to enable you to reach your full potential at KEEN, you will receive an induction and handbook prior to starting your role and you will receive access to a virtual training portal with additional resources.
- We will give you opportunities to access other roles to help you broaden your skills, such as becoming a Captain or Session Leader.
- Long-term volunteers receive t-shirts, badges, and advance sign-ups to our popular events
- We have a budget set aside to cover volunteer expenses (see Volunteer Agreement below)
- We will provide job/character references to volunteers after a reasonable period of volunteering with us.

Volunteer Agreement

All KEEN London volunteers are asked to observe the Volunteer Agreement. This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

We are committed to equality and removing barriers to participation, welcoming volunteers from all backgrounds and ensuring you have a positive experience:

- We will provide a structured onboarding process, a clear role description for every opportunity, and a named staff member as your main point of contact.
- You will have access to the KEEN London Volunteer Handbook and our online Volunteer Portal to access key policies and additional training resources.
- We will ensure all issues are dealt with swiftly and fairly through the Problem Solving process outlined in our Volunteer Support and Supervision Policy.
- If significant concerns arise, we will use a 'welcome period' to help both you and KEEN decide if the role remains the right fit.
- We will give you a variety of opportunities to share your views and feedback, including via surveys and an anonymous feedback tool.
- We will reimburse actual travel expenses up to £10 per event where necessary. We will also provide letters upon request for Charity Worker Discounts and professional references after a reasonable length of volunteering.
- You will be invited to special events (fundraising, socials, spring/summer parties, KEEN To Talk forums) and have the opportunity to participate in the Volunteer Rewards and Recognition programme.

To help us deliver our services effectively, we ask all volunteers to uphold the following expectations:

- Maintain the good name of the charity and behave professionally, especially when wearing KEEN London branded clothing.
- For session-based roles, independently sign up for sessions in advance, arrive on time, and notify us as soon as possible if you can no longer attend.
- For session-based roles, aim to attend at least two sessions a month for at least six months (with flexibility).
- Treat everyone fairly, equally, and with dignity, regardless of race, ethnicity, gender/gender identity, age, disability, religion, or sexual orientation.
- Follow our Safeguarding Policy, adhere to all staff health and safety instructions, and maintain confidentiality outside of KEEN London activities and sessions.
- Bring energy, enthusiasm, and a willingness to learn to your role