



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:	Play Volunteer
Service/Team:	Rising Stars
Reporting to:	Samantha Still - Senior Services Coordinator Joy Odigie - Parent Support Coordinator
Time Commitment:	This is a flexible volunteer role. To get the most out of the experience, we would recommend attending one session per month as a reasonable expectation.
Location:	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

At Rising Stars we offer a safe space for children aged 0-5 to play and interact with each other freely. We offer parents a supportive place to get help and advice regarding any developmental concerns they may have with their children, and advice about how to access the resources their child requires, eg EHCPs, DLA etc.

Purpose of the role

Your role will involve engaging with the children ages 0-5 to encourage them to play. This will give the Senior Services Coordinator and the Parent Support Coordinator the opportunity to discuss with parents and/or carers their concerns with their child/children.

The sessions will take place every week during term time on a Thursday from 9.45am-11.30am, starting from September 2026.

Tasks and activities

- Playing with children aged 0-5 in a 'Stay and Play' environment.
- Encourage the children to join in group songs for the final 15 minutes of the session.
- Helping with setting up and packing away the toys at the start/end of the session.

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 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:

- We will provide job/character references to volunteers after a reasonable period of volunteering with us.
- We will give you opportunities to access other roles within the charity to help you broaden your skills.
- We have a budget set aside to cover volunteer expenses (see Volunteer Agreement below)
- We will provide you with ongoing feedback and support to enable you to reach your full potential at KEEN, you will be invited to an information session prior to starting your role and you will receive access to a handbook and virtual training portal with additional resources.
- We will organise fun social events where you can meet other volunteers.

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

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