



Being a Helpdesk for Parents

How can I help parents and carers well if I'm not a parent or carer or I'm new to the role?

The idea of being a helpdesk might sound daunting, but it's not about knowing everything or feeling the pressure of having to have the right answer immediately. Really it's just about knowing what you know, and knowing what to do if you don't.

You'll find helpful information in the Parenting for Faith post on the idea of helpdesks, and these practical ideas will help.

01 Key Ideas

- **Be available for parents and carers:** hang around at the end of a service, tell them you can always pop in early, or you're happy to go out for coffee - whatever works for you.
- **Let them know you're happy to chat** and will always try to help. Be friendly and approachable.
- **Listen really well** - understand what people are asking. Often just listening well can be helpful for others.
- **Offer what help you can, or signpost them to others who can help.** This might be another person or an organisation.
- **If you don't know an answer, tell them you'll try to find out more and will get back to them.** Don't be afraid to say, 'I don't know' or 'I tried to find the answer, but couldn't'.
- **Next time you see them, follow up:** 'How is Jack doing now?' or 'Did you hear from the solicitor?'
- **Watch the Parenting for Faith webinar on Tackling big questions from parents.**

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Top Tips from Others

- If you know other children, young people or families leaders, ask for advice.
- Look to your church family - there may be expertise or skills there.

FIND OUT MORE

- › Tackling big questions from parents

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SPACE FOR YOUR THOUGHTS
