



### **Home-Start Volunteers Role Description.**

Home-Start is committed to safer recruitment practice as an important part of safeguarding and protecting children and vulnerable adults.

#### **Introduction.**

To help give children the best possible start in life, Home-Start supports parents as they grow in confidence, strengthen their relationship with their children and widen their links with the local community. Home-Start offers support, friendship and practical help to parents with babies, children and young people in the Wrexham community.

The work of the volunteer requires a high level of commitment and reliability. All training and support will be provided by Home-Start Wrexham.

#### **The Home-Start Approach**

Home-Start volunteers are expected to work towards the increased confidence and independence of the family by:

- offering support, friendship and practical help
- visiting families in their own homes, where the dignity and identity of each individual can be respected and protected
- reassuring families that difficulties in bringing up children are not unusual
- emphasising the positive aspects of family life
- developing a relationship with the family in which time can be shared and an understanding developed
- encouraging parents' strengths and emotional well-being for the ultimate benefit of their own children
- encouraging families to widen their network of relationships and to use effectively the support and services available in the community

#### **Support for Volunteers**

The Home-Start Coordinator, who is in turn responsible to the Director supports volunteers in their work with families offering regular supervision and training for the role.

#### **Commitment required**

- initial induction course – all volunteers need to be prepared to offer their support to families. The initial course of preparation involves some self study and about 25 hours of group training over a number of weeks

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- time with families each week – to meet the needs of families and ensure the best support we ask volunteers to offer to spend time with at least one family per week, ideally for two hours or more depending on the needs of the family.
- willingness to accept regular support and supervision in respect of their voluntary activity
- we recognise that volunteers may stop volunteering at any time but we would expect and hope they would be able to offer their time to Home-Start for two years or more.

### **Expectations of Volunteers**

Following attendance at a course of preparation and with the support of their Coordinator, volunteers are expected to:

- be familiar with and committed to the Home-Start ethos as specified in the scheme's governing documents, *Standards and Methods of Practice*, the *Home-Start Agreement* and the *Home-Start Policy and Practice Guide*
- understand and implement Home-Start's policies on:
  - confidentiality
  - equality and diversity
  - looking after children in the absence of their parents
  - child protection
  - health & safety
  - personal safety
- be introduced to and support a family or families by home-visiting regularly (usually at least once per week) for as long as is necessary
- share information with the Coordinator and contact the Coordinator immediately if there is concern about the physical or emotional well-being of any member of the family
- take part in reviews with the family and Coordinator as requested
- keep records of visits to families as requested by the Coordinator
- attend support, supervision and training sessions as arranged by the scheme
- submit travel and telephone expenses on a regular basis, which will be paid at the agreed rate by the trustees
- inform their insurance company that the car is being used for voluntary work with Home-Start for which expenses are paid.

This exciting and rewarding voluntary activity requires energy, commitment, reliability, creativity and a sense of humour. All volunteers can expect the support of the Coordinator, other volunteers and the trustees, and, through the organiser, other professionals involved with the family. The Board of Trustees includes representative volunteers. There are also opportunities for self development within the role and social events.