

# Volunteering with HSH

## What you need to know...

### What does a volunteer do?

Volunteers and Staff members work as a team to support families. A member of staff visits a family to assess their needs, help them set their own goals for support and to carry out a thorough risk assessment. After this a volunteer is matched with the family to visit from the family's own home to enable them to work towards their goals.

All families needs are different but, in general, Home-Start volunteers aim to build the confidence and independence in families they support by:

- Offering support, befriending and practical help
- Visiting a family and supporting them once a week for 2-3 hours (up to 6 months)
- Developing a relationship of trust with the family through good listening
- Drawing on your own experience of parenting to encourage parents' strengths and emotional well-being
- Encouraging families to widen their network of relationships and to effectively use the support and services available in the community
- Keeping a brief report of visits for monitoring (training provided)



### What is the commitment?

- Attending Volunteer Preparation Training (40 hours over 9 sessions)
- Providing references and completing our DBS Checks

Once matched with a family:

- Weekly visits to the family you are matched with for 2-3 hours (ups to 6 months)
- Attending supervision sessions with staff (every 6 weeks)
- Attending additional training sessions (optional except for annual safeguarding update)
- A commitment to volunteer with Home-Start for a minimum of 1 year after completion of the Volunteer Preparation Training

Contact us to find out more:

Call: 01895 252804

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[www.homestart-hillingdon.org.uk](http://www.homestart-hillingdon.org.uk)





*“Excellent, well presented training, support and brilliant communication”*

*“The support given to families and to volunteers is outstanding.”*

## What are we looking for in volunteers?

- Parenting experience and empathy with the challenges of parenting.
- Time to volunteer (half a day a week - weekdays 9-5 to commit to volunteering)
- A team player with understanding of why reliability is important for vulnerable families.
- A positive, non-judgemental, caring attitude and good listening skills
- Understanding and commitment to the confidential nature of Home-Start support
- Ability to keep brief records (training will be given on this process)
- Commitment to volunteering with us for a minimum of 1 year after training.

## What do I get from volunteering?

- Satisfaction and pleasure in helping change people's lives for the better
- Ongoing support in the role. Family support is the responsibility of Home-Start and not left to you. We provide regular supervision and you can call any time about the support you provide
- Personal Development - we help you use volunteering for what you want from it...develop your confidence, skills, life-experience, understanding of diverse people and challenges
- Ongoing training - we run regular training for volunteers and listen to the topics you want
- Employability - Most volunteers who use this to build experience for work, go on to get jobs in other related agencies. (NB: you need to commit to a year of volunteering after training)

## What Happens Next?

After we receive your application form a member of staff will arrange a time to interview you in your own home and most of these applicants are invited to attend our Volunteer Preparation Course. To become a volunteer we will need to take up references and complete a DBS check.

Our 40 hour Preparation Training is delivered between 9:45 and 2:30 one day a week over 9 weeks and covers all the information you will need to prepare you for volunteering. We get really positive feedback about the quality of training and how well it prepares people for their volunteering role.

Topics include: Intro to Home-Start, Play and Understanding Behaviour, Perinatal Mental Health, Domestic Abuse, Listening and Communication, Confidentiality, Values & Attitudes, Safeguarding Children & Vulnerable Adults, Record Keeping, Personal Safety, Other services & Signposting.

After completing training, you will have another 1-1 meeting to chat through the role and check everything is in place for volunteering. After this, we'll be able to match you with your first family.