



Westminster
Kensington & Chelsea
Hammersmith & Fulham

Your Volunteer Befriender Journey

We're with you every step of the way - from your first enquiry to becoming a confident, supported Home-Start volunteer.

1



Get in Touch

You can get in touch if you have any questions about volunteering with us.

1 - 2 days

2



Application

You'll complete our volunteer application form.

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We'll be in touch to confirm receipt and next steps.

Within 1 week

3



Initial Interview

You'll meet with a member of the team for an informal interview to learn more about you, your motivation and the role.

1 - 2 weeks

4



Preparation Course

You'll attend our Preparation Course once a week over 6 weeks.

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We run courses three times a year in-person at a venue across the tri-borough.

6 weeks

5



DBS Check

You'll be asked to complete DBS information forms and provide required documents during the Preparation Course.

2 - 6 weeks (average 3 weeks)

The process is usually completed in a few weeks, provided DBS processing times.



References

We'll ask for two references. They can either be professional or character/personal.



Post-Prep Interview

You'll meet with a member of the team to reflect on your learning and confirm you're ready to be matched.

6



Matching

We carefully match you with a family based on needs, skills, location and availability.

Timeframe may vary depending on which families need support, and other logistical considerations.

7



Match Visit

Your Co-ordinator introduces you to the family during a visit together.

Timeframe may vary depending on which families need support, and other logistical considerations.



Total expected timeframe: Around 2 months

(Timelines may vary depending on references and DBS processing and availability of suitable matches.)



Regular supervision with coordinator (every 4 -6 weeks)



Volunteer Social Events



Additional training opportunities



Access to resources on our Volunteer Portal



Ongoing Team/Coordinator Support



Flexibility (Resting Periods, Family Commitments & Holidays)



Travel Expenses reimbursed

Thank you for choosing to volunteer with Home-Start.

www.homestartwestminster.org.uk

