



Support and friendship
for families

Pendle and Ribble Valley

**Volunteer
Information
Pack**

Person Specification, Volunteer Task Description,
Frequently Asked Questions, Prep course Timetable

Person Specification

A Home-Start Volunteer should:-

Feel you can support a young family, or are a parent.

Have a positive attitude to working with people of any gender, family status or sexual identity, or who are from any ethnic origin, culture or religion, or who may have a disability

Demonstrate a sensitive and caring attitude towards others

Have a non-judgmental attitude

Be clear about confidentiality and when a confidence remains so, but be able to decide when disclosure of a confidence is essential to the well being of a child

Be reliable and understand the importance of reliability to the family

Have good communication skills including an ability to listen

Understand the need for support

Have a warm and open personality and a sense of humour

Have time and enthusiasm for Home-Start

Be able to work as a team member

Be prepared to keep records as requested by the scheme



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Volunteer Task Description

HOME-START PENDLE & RIBBLE VALLEY VOLUNTEER

Purpose of task:

Home-Start volunteers are expected to aim towards increasing the 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
- Re-assuring families that difficulties in bringing up children are not unusual
- Emphasising the positive aspect of family life
- Developing a relationship with the family in which time can be shared and an understanding can be developed.
- Encouraging a parents strength and emotional well-being for an 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

Hours of Commitment:

- Initial course of preparation (optional accreditation)
- Up to 2/3 hours per week according to the families needs
- Monthly regular support and supervision sessions
- Ideally, a commitment of 12 months

Frequently Asked Questions

How many other people will be on the course?

We anticipate up to 10 potential volunteers on courses but we try to accommodate as many people as possible.

Will there be a lot of reading and writing

This course will include lots of different activities, to broaden your knowledge and understanding of Home-Start and your role in volunteering. This is not compulsory and the course is delivered in the same way.

Do I need to bring anything with me to the sessions?

We will provide you with a resource file, paper, pens and any other equipment you may need. On week two, we may require you to bring documentation for an individual DBS check but we will ask for this on your first training course.

Are refreshments provided?

There will be a break during the morning and refreshments will be provided.

What happens if I miss a session?

It is important that you cover all of sessions on the course before you are matched with a family. If you do miss a session, your Coordinator will ensure that you catch up, by re-arranging one for you. It is vital that all sessions are completed. Please let us know if you are unable to make a particular date in advance.

Who do I contact if I can't make one of the sessions?

The office telephone number is: 01282 690536 (Pendle) or 01200 443827 (Ribble Valley) and you can leave a message with Katherine. *If you are telephoning after 5 pm, please telephone the office number and leave a message.*

What if I don't pass can I still be a Home-Start volunteer?

You have been carefully selected for the preparation course and it will help you to become a Home-Start volunteer. There are **no** tests or exams to pass. If there are any problems while you are on the course, we will be happy to discuss them.

What if I decide that I don't want to be a volunteer?

The course is an opportunity for the Coordinator to get to know you better and for you to get to know Home-Start better. If during the course you feel that Home-Start may not be for you, please discuss your feelings with us.

Can I support families in a group setting?

Visiting a family in their own home may not be for you but you may wish to support families in one of our groups. Discuss this with the coordinator.

When will I find out what kind of family I will be visiting?

We will look closely at your qualities and the qualities of the families needing a volunteer, and will match you as closely as possible with the type of person they need. You will then be matched with this family after the Preparation Course when an ideal match is found.

What if I don't like the family or they do not like me?

After the first introduction, which is accompanied by a Coordinator, both the family and the volunteer will be contacted to see how things went. If either party is not happy we will discuss the best way forward.

How much time will I be expected to give to the family?

You will be asked to visit a family for 2-3 hours once per week. Any further time a volunteer has to offer can be spent supporting a second family. Only one family will be allocated until you feel comfortable with the role of the Home-Start volunteer.

What happens if something goes wrong?

If you have any concerns you must discuss this with us, never feel that something is too trivial to mention if it is worrying you. One of the key roles of the Coordinator is to help the volunteer deal with any issues that may arise.

Will I see the other volunteers who have been on this course again?

Home-Start Pendle & Ribble Valley aim to run events for volunteers every couple of months. Some of these can be formal and informal group meetings sharing ideas over coffee in a relaxed atmosphere. It is very much led by what volunteers want.



Prep Course Sessions

Session 1: Introductions and the Role of a Volunteer

Session 2: Values and Attitudes

Session 3: Parents and their children/Play

Session 4: Family Life

Session 5: Listening and Confidentiality

Session 6: Visit to the children's centre

Session 7: Safeguarding children

Session 8: Commitment/Boundaries and support/Personal safety

Session 9: Health Matters

Session 10: Endings/ Are you ready/ Ongoing training

Sessions order may vary for each prep course

We look forward to seeing you on our
Volunteer Preparation Course.

If you have any further questions regarding
the application process, please contact:

Katherine on 01282 690536

or

Heather on 01200 443827



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