Home-Start Newcastle Borough

**Volunteer Role Profile**

**Family support worker buddy volunteer**

**Office base:** Cornerstone, High Street, Knutton, Newcastle-under-Lyme, ST5 6BX

**Commitment:** 1 – 2 hours a week

**Supported by:** Volunteer Co-ordinator

**Purpose of the role**

Family support worker buddies support and assist our tier 2 family support workers with extra tasks as needed. The aim being to help ease the workload of the FSW’s and to enhance the support a family receives, which increases effectiveness of support. This will also give volunteers an insight into the role of a family support worker.

**Role responsibilities**

* Collecting items from places they are being donated and deliver them to families as required. This could be items such as food bank vouchers or food parcels, toys, small household goods, equipment or resources.
* Providing additional emotional support to families via virtual or home visiting support
* Delivering activity/bookstart packs/ toys/resources to families
* Gather information on behalf of FSW’s as part of their ongoing support – such as details of local groups, details about certain health conditions, details about the cost of something.
* Washing and ironing and delivering donated clothes to families
* Seasonal support such as delivering easter eggs, wrapping and delivering Christmas presents.
* Delivering bookstart sessions and carrying out pro-active visits. (Visiting families with babies and sharing up to date information)
* Putting together and making resources for direct work sessions with children or for families to use at home such as reward charts, now and next cards, flashcards for emotions/anger. This may require time spent in the office printing and laminating and putting packs together.
* To provide practical help to families in their own home, and by other media as identified by the FSW.
* To keep the FSW up to date, to assist clear case notes in accordance with procedures and guidance.
* Use your safeguarding level 1 knowledge to ensure the safety and protection of all children, young people, and adults.
* To ensure equality of opportunity, fairness, and diversity in all aspects of the scheme’s work.
* To maintain confidentiality of personal and confidential information regarding families and staff in accordance with Home-Start policy.

**Admin Development & Training**

* Attend and engage in regular supervision meetings (may be virtual) with the volunteer co-ordinator.
* Engage and complete identified training to benefit your role
* Identify own learning and personal development ambitions
* To keep up to date, case notes in accordance with procedures and guidance.
* To record your volunteering time and complete an expense claim form each month.
* This role may require time spent in the office for putting together resource packs for families and children.

**Training provided.**

* All volunteers for this role will be required to complete either the full home visiting course of preparation or the Telephone befriending training sessions online.
* There will be an additional 2-hour session with the volunteer coordinator to ensure the full responsibilities of this role are specified and a meet and greet with the family support workers.
* Safeguarding Level 1 must be attended.
* There are various free training opportunities that will be available to all volunteers. These may be virtual or face to face. These often include training around mental health awareness, early years development and domestic abuse awareness.
* All volunteers will have the opportunity to identify individual learning, development and training objectives with the Volunteer Coordinator during regular supervisions.

**Skills and requirements**

* Volunteers must be reliable and show commitment to supporting both the family support work team and Home-Start families
* Volunteers should be able to show a flexible approach where possible. Some tasks and activities volunteers are be asked to carry out may be requested at short notice.
* Volunteers must show good time keeping.
* All volunteers must have good communication skills with Home-Start staff and families.
* Volunteers need to have a friendly disposition and be open and honest.
* Home-Start volunteers must be non-judgemental.
* Volunteers should be able to build positive relationships with families and family support workers.
* Volunteers need to be able to travel to and from the office or donation pick up points, and to family homes as required to ensure the punctual delivery of equipment and resources.