Home-Start Newcastle Borough

**Volunteer Role Profile**

**Parent 2 Parent, Family Support Volunteer.**

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

**Commitment:** 2 – 3 hours a week (per family match)

**Supported by:** Volunteer Co-ordinator

**Purpose of the role**

Volunteers in this role will visit families in their homes once a week to provide hands on practical and emotional support for parents and children up to the age of 11yrs as part of our Big Lottery funded project.

**Role responsibilities**

* To be matched with one or two families, depending on volunteer strengths and skills and the children/s and parent’s needs.
* After the initial visit, arrange weekly home visits, meeting in community setting or distanced support via telephone or video call where necessary
* Regularly engage with the families and further identify family’s needs and areas of support.
* To visit the family weekly/bi-weekly as required and carry out the support identified in the outcome plans/assessments
* To deliver support and practical help to families in their own home, and via other media and encourage parent’s existing skills and strengths
* To be involved with and contribute to the initial and review assessments of the family’s needs.
* Refer to the volunteer co-ordinator to signpost to appropriate local services, agencies and groups where appropriate.
* Assisting the volunteer co-ordinator when liaising with referrers and other professionals, such as the Local Authority, Social Services, schools, CAMHS and other agency workers to support the family
* Assist with the creation and delivery of an information and guidance pack for your families.
* To deliver resources and equipment to the families as part of going support. To possibly carry out Bookstart sessions with the family if required
* 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.
* Ensure the volunteer Coordinator is kept up to date regarding any changes in the family’s needs or circumstances

**Safeguarding**

* Provide emotional support to the family on any Child in Need plan or Child Protection Plan provided by /with Social Worker if appropriate.
* Use your safeguarding level 1 knowledge to ensure the safety and protection of all children, young people, and adults, and raise any concerns with the Volunteer Co-ordinator.
* Report any safeguarding concerns to the Coordinator as soon as possible following a visit, meeting or call.

**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 as part of your ongoing supervision with the volunteer coordinator
* 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

**Training provided.**

* All volunteers for this role will be required to complete the full home visiting course of preparation.
* 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 year’s 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 Home-Start and Home-Start families
* Volunteers should be able to show a flexible approach where possible. Visits do occasionally get cancelled or re-arranged at the last minute due to family circumstances.
* 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.
* Volunteers need to have a good understanding and awareness of professional boundaries and ensure these are adhered to at all times
* Volunteers must show good time keeping
* Volunteers must be able to travel to and from family homes or other agreed community bases either by car or reliable public transport