

Home-Start Herefordshire

Home-Start Volunteer Policy (see also Volunteer Charter)



Home-Start wants to see a society in which every parent has the support they need to give their children the best possible start in life. It offers a service recruiting and training volunteers - who are usually parents themselves - to provide support to families with young children.

Policy Statement

Home-Start volunteers play a crucial role in providing support for families and are central to the Home-Start service. The work of the organisation is dependent on the availability of a committed team of volunteers able to support the delivery of service to families. Home-Start Herefordshire is committed to valuing volunteers, preparing them for their role and supporting them on an ongoing basis.

Underpinning Principles

- Volunteers do not need specific qualifications; it is their life experiences, attitudes and interpersonal skills that matter.
- All volunteers are carefully recruited, selected, inducted, trained and supported for their individual role within the organisation.
- Each volunteer is closely supervised by trained staff who monitor the impact of the work with or for families.
- Volunteers need to be committed to the scheme and to the ethos of Home-Start and understand and implement Home-Start's policies.
- Home-Start recognises that volunteers require satisfaction from their role and encourages opportunities for personal development.
- Home-Start's professional approach to managing the work of the volunteers allows the organisation to demonstrate the value of their work to families, to volunteers and to the wider community.
- Feedback from Volunteers is encouraged and welcomed in developing the work of the scheme and the role of its volunteers.

The [Volunteer Charter](#) attached sets out the mutual hopes and expectations between Home-Start and its volunteers.

Procedures

Home-Start UK provides a range of procedures and guidance which are embedded into the Home-Start Quality Assurance System for Schemes. These include the necessary legal requirements but are also designed to ensure good practice is followed including in the following areas:

- Volunteers will be recruited from all sections of the community in line with Home-[Start's Equality, Fairness and Diversity](#) policy.
- Volunteers will be supported in their role and receive regular supervision, providing opportunities for development of the volunteering role and access to advice and guidance as required.
- All out of pocket expenses will be paid as agreed by the scheme.
- Volunteers will be covered by insurance while carrying out their agreed role.
- Home-Start Herefordshire will take all reasonable steps to ensure the volunteer's health and safety in accordance with the [Health and Safety](#) policy and procedures.
- In line with the Complaints policy and procedure, volunteers have the right to discuss any concerns with the relevant person.
- Volunteers will receive training on Home-Start's mandatory policies and sign up to these (as per policy and procedure list attached).
- Volunteers will be encouraged to participate in ongoing training opportunities and peer support sessions to maximise the benefits of their volunteering.
- Volunteer information will be included in the scheme's monitoring and evaluation and will help to measure the impact of Home-Start's work.

Further information is available on the Home-Start UK website www.home-start.org.uk

Date policy adopted: November 2014

Signature of Chair: _____

Date policy to be reviewed