

HOME-START BRACKNELL FOREST

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Volunteer Policy

Home-Start Bracknell Forest 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 support to families with at least one child under 5 years.

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 Bracknell Forest is committed to valuing volunteers, preparing them for their diverse roles 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 safely 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 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 Bracknell Forest 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 Volunteer Complaints procedure volunteers have the right to discuss any concerns with the relevant person.
- 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.

Date policy adopted: 5th November 2015

Signature of Chair: _____

Date policy to be reviewed _____