

### 11.1.1 Volunteer Charter

This Volunteer Charter contains our mutual hopes and expectations to make sure you are able to help in the voluntary work of Home–Start and that you feel that Home–Start recognises and values your contribution. As a volunteer you are one of a key group of people playing a crucial role in providing Home–Start support for families. Our responsibilities to you and your responsibilities to Home–Start are summarised below. More detailed information can be found in the *Home-Start Policy and Practice Guide* which is referred to in the course of preparation and can be obtained from the organiser/co–ordinator.

#### **Our responsibilities to you**

We aim to treat all volunteers with respect and undertake our responsibilities to them fairly and recognise that each offers their own unique qualities and has their own needs for support. We will ensure volunteers have:

- comprehensive and up–to–date information about Home–Start
- an individual interview with the co–ordinator before commencing the course of preparation
- a course of preparation to prepare for visiting families and opportunities for on–going training to support the volunteering role
- clarity about the role and task and who each is responsible to and who will provide support if there are any problems
- sufficient information about the family to prepare them for visiting
- information about any safety issues

- effective supervision of voluntary activities within the scheme and support for individual volunteers with the co-ordinator, and regular volunteer support group meetings
- reimbursement for agreed out-of-pocket expenses
- an annual review of their work with Home-Start
- opportunities to evaluate, comment on and contribute to the work of Home-Start, on-going training and the course of preparation
- an understanding of how to raise problems or make a complaint
- information about and access to the Board of Trustees
- opportunities to join with other volunteers for outings, parties and other social events.

### **Your responsibilities to us**

- to perform your volunteer role to the best of your ability and within the *Standards and Methods of Practice of Home-Start* and the *Home-Start Policy and Practice Guide*
- to offer positive, caring support to young families under stress
- to visit the families as agreed and let the co-ordinator know if you can not keep an appointment.
- to attend the course of preparation, on-going training and individual and group support meetings
- to inform the co-ordinator of any problems, difficulties or changes within the families being visited, or within your own circumstances which may affect home-visiting
- to maintain the Home-Start guidelines on confidentiality

- to be aware of and work within Home-Start's guidelines on safeguarding children.
- to ensure your car is adequately insured if transporting families
- to understand and follow Home-Start's policies on safeguarding children, equal opportunities and health and safety
- to keep Home-Start records as requested and to return them promptly to the co-ordinator as requested.