

Home-Start Cymru for Families

The national charity with a local heart, supporting families across Wales

Yr elusen genedlaethol gyda chalon leol, yn cefnogi teuluoedd ar draws Cymru

Home-Start Cymru is happy to launch the promotion and recruitment of COVID-19 Rainbow Volunteers, either as a 'Remote Befriender' or a 'Doorstep Volunteer'. The minimum age for either role is 18 years. Training will be provided prior to engaging with families and both roles will be subject to a basic DBS check.

Volunteers will be asked to commit to supporting the family through weekly telephone or doorstep support for as long as they need.

'Remote Befriender' – Role

The aim of the role will be to provide companionship and practical support for isolated families/individuals through a weekly telephone call, during these difficult times. Volunteers will:

- Call a family member each week at the agreed time
- Develop a relationship of trust with the family over time which will enable open and trusting conversations
- Provide a listening ear and monitor the general well-being of family members
- Be non judgemental; ask open questions and enable parents to explore, reflect and make their own decisions. Be supportive of their choices
- Reassure the family there are no 'correct' or 'perfect' answers to problems. Children, parents and families are all different
- Provide information and links to other services
- Be flexible to meet the needs of the family
- Will respect the traditions and practices of the family's cultural or social group

'Doorstep Volunteer' - Role

The aim of the role will be to assist families/ individuals who are self-isolating or feeling anxious and are unable to get out during these difficult times. Volunteers may offer some or all of the following:

Collect shopping

Volunteers will use several options on how to get items to families:

- The family will sign up for Volunteer Shopping Card
- The family can order the items online and select Click and Collect
- The family will prepare a shopping list and money in an envelope noting the content value

Food Bank

Families in need of food items but having financial difficulties can receive support from the Food Banks. Volunteers will:

- Arrange with staff for a Food Bank voucher/parcel to be issued
- Collect the parcel at an agreed time
- Deliver to the home and leave outside the front door – Volunteers WILL NOT enter the home

Prescriptions

Individuals who are self-isolating may need prescriptions/ medical supplies and any prescriptions will only be given to the person they are intended for. Volunteers will:

- Collect prescription from GP surgery/pharmacy
- Observe social distancing guidelines
- Let the individual know what time you are going to collect and drop off the prescription
- Tell the individual that you will only be able to drop off the prescription at the doorstep and check they are able to come to the door to collect it **before** you leave sight of the package. Volunteers WILL NOT enter the home
- Retreat to at least 2 metres distance in line with social distancing rules

Free School Meals

During school closure, free school meals are available to eligible children. Food voucher/Free School Meals are available for collection. Volunteers will:

- Liaise with the family to find out the timetable for collection and location
- Collect the voucher/free meals at a chosen time
- Queue whilst remembering social distancing
- Deliver to the home and leave outside the front door. The volunteer WILL NOT enter the home
- Retreat to at least 2 metres distance in line with social distancing rules
- Record the time taken and mileage for reimbursement

For further information please contact info@homestartcymru.org.uk

Alternatively contact Lynne Powell direct, please see details below:

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