



# Volunteering for Koala North West

## Home Visiting Family Mentor Task Description

Koala North West is a voluntary organisation in which Volunteers offer regular support, befriending and practical help to families under stress in their own homes, helping to prevent family crisis or breakdown.

The work of Koala North West Family Mentors requires a high level of commitment and reliability and will be supported by a Koala North West Co-ordinator.

### **Purpose of Family Mentor's Role:**

- To visit families in their own homes, because this way the dignity of each individual can be respected
- To reassure families that difficulties in bringing up children are not unusual
- To emphasise the positive aspects of parenting and family life
- To develop a relationship with the family in which time can be shared and an understanding developed
- To encourage families to use effectively the support services available in the community
- To support the family in widening their network of relationships, if this is what they wish
- To support the family in working towards increased confidence and independence

### **Responsible to:**

- The Koala North West Co-ordinator, who is in turn responsible to the CEO.

### **Commitment:**

- Initial Mentor Induction Programme, attended one day per week over a period of 10 weeks
- A minimum of 3 hours per week visiting a family, according to the family's needs
- Attendance at regular support and supervision sessions.
- A minimum commitment of 1 year. N.B. References cannot be supplied during this period of time.
- A commitment to attend ongoing training and personal development.

**Tasks:**

- To be familiar with and committed to the Koala North West ethos, as specified in the Constitution and Standards and Methods of Practice, the Koala North West Agreement and the Policy and Practice Guide, which will be covered during the Mentor Induction Programme.
- To understand and implement Home-Start Wirral’s policies on:  
Confidentiality  
Equal Opportunities  
Safeguarding Children
- To be introduced to and support a family or families by visiting once per week for as long as is necessary.
- To share information with the Co-ordinator and contact the Co-ordinator immediately if there is a concern about any member of the family.
- To complete weekly contact sheets for visits to families.
- To attend support and supervision sessions every 4 to 6 weeks.
- To attend periodic refresher training as and when required.
- To submit travel expenses on a monthly basis; which will be paid at the agreed rate and to submit monthly time sheets.
- To inform their insurance company if they decide to use their car for voluntary work with Koala North West - any additional costs incurred will be reimbursed by Koala North West.

Name: (Please Print).....  
Family Mentor

Signed:.....  
Family Mentor

Signed:.....  
Co-ordinator

Date:.....