

Home-Visiting Volunteer

Volunteer Role Profile



At Home-Start Suffolk we believe that everything begins with family. And that Suffolk should be a place where families never have to struggle in silence behind closed doors.

**Family support is just
a small step away**

About Home-Start Suffolk

Home-Start Suffolk is an independent charity, providing critical support to families of all kinds that are struggling in silence behind closed doors. We help open those doors, enabling Suffolk children and families to find their self-belief and the confidence to take those first small steps back towards the future they deserve.

We carefully match hundreds of children and families every year with over 250 exceptionally well trained volunteers, giving valuable time and opening the door to real understanding. Home-Start Suffolk help them to navigate the support they need and get back to the future they deserve - because everything begins with family.

Location:

Across Suffolk, supporting families within their own homes and local communities.

Responsible to:

Family Support Team

Purpose of the role:

Home-Visiting Volunteers are an essential part of the Home-Start Suffolk service, providing emotional and practical support to families with young children who may be facing challenging circumstances.

As a Family Support Volunteer, you will visit a family in their home once a week, building a trusted and supportive relationship that helps parents regain confidence, reduce isolation and develop the skills they need to move forward positively.

This is a rewarding opportunity for someone who is compassionate, understanding and passionate about supporting families in Suffolk.

What you could be doing:

Tasks may include:

- Visiting a family in their home on a weekly basis.
- Providing emotional support, encouragement and reassurance.
- Offering practical help and guidance where appropriate.
- Helping parents build confidence and self-esteem.
- Reducing feelings of isolation by being a trusted and consistent support.
- Supporting families to access local services and community activities.
- Sharing your own experiences where appropriate to help build connection and understanding.
- Encouraging families to develop the confidence and skills to cope independently over time.
- Working alongside the Home-Start Suffolk staff team to ensure families receive the right support.

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You will be carefully matched with a family and introduced by a Home-Start Suffolk Family Support Coordinator. Support will always be tailored to the individual needs of the family.

What we are looking for:

We are looking for volunteers who are:

- Warm, friendly and compassionate.
- Good listeners with a non-judgemental approach.
- Passionate about supporting children and families.
- Reliable, patient and understanding.
- Able to maintain confidentiality and professional boundaries.
- Comfortable communicating with people from different backgrounds and experiences.
- Willing to complete volunteer preparation training

No professional qualifications are required, just empathy, life experience and a genuine desire to support families.

What you will gain:

Volunteering with Home-Start Suffolk is a great way to:

- Make a lasting difference to local families.
- Build meaningful connections within your community.
- Gain valuable skills and experience.
- Increase your confidence and communication skills.
- Be part of a supportive and welcoming team.
- Access high-quality training and ongoing support.
- Experience the reward of helping families move towards a more positive future.

Time commitment:

Home-Visiting Volunteers are usually asked to support one family for 2–3 hours per week, alongside regular contact with the Home-Start Suffolk team.

Training & support

All volunteers receive comprehensive preparation training before being matched with a family, alongside ongoing support and supervision from the Home-Start Suffolk team. We are committed to ensuring every volunteer feels confident, valued and supported throughout their volunteering journey.

REGISTER YOUR INTEREST TODAY