

# Telephone Support 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:

Flexible - support is provided remotely via telephone or video call from your own home.

### Responsible to:

Family Support Team

### Purpose of the role:

Telephone support volunteers play a vital role in helping families feel heard, supported and less alone during challenging times.

As a telephone support volunteer, you will provide emotional support and a listening ear to families through weekly telephone or video calls. This flexible volunteering opportunity is ideal for those looking to give back to their community while fitting volunteering around work, family life or other commitments.

Telephone and virtual support have become an important part of the Home-Start Suffolk support offer, helping us reach families who may feel more comfortable opening up remotely rather than through face-to-face support.

### What you could be doing:

Tasks may include:

- Providing weekly telephone or video call support to a family.
- Offering emotional support, encouragement and reassurance.
- Listening without judgement and helping families feel heard.
- Helping reduce feelings of isolation and loneliness.
- Building a trusted and supportive relationship with a family.
- Sharing your own experiences where appropriate to help build connection and understanding.
- Encouraging parents to build confidence and resilience.
- Supporting families to navigate challenges and access further support where appropriate.
- 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:

Telephone Support Volunteers usually provide up to one hour of support per week to a family, alongside regular contact with the Home-Start Suffolk team. The role is designed to be flexible and fit around your existing commitments.

### 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**