






Help at Home

Volunteer Role Profile



-  Across the East Midlands
-  Monday-Friday
-  Once a week or fortnight; 1 to 2 hours per visit
-  Must be over 18 years old.
12-month commitment due to the level of training provided.
Enhanced DBS (which Rainbows will process)
-  Family Support Team

What will I need to do?

Our Family Support Team are here to help families find a way through the stress and emotions of caring for a child who has a life-limiting condition for which there is no cure, or a life-threatening condition like cancer, which could mean that their lives will be shorter than most.

Families of children with serious or terminal conditions are often overwhelmed by the challenge of caring for their children; the complexities of working with many professionals, services and appointments; and the difficulties of maintaining family life and employment.

As a Help at Home Volunteer, you can offer practical, non-clinical, help and support to families facing the demands of providing constant care.

Typical tasks the role could involve:

Help at Home Volunteers offer a range of practical and social support to families of children with life-limiting and life-threatening conditions, in the family's own home.

The service provided by Help at Home Volunteers is unique to each family, and the family member being supported. Our Family Support Team works with each family to identify what type of support would be the most benefit, and will be agreed between the family, Rainbows and the volunteer.

This could include:

- **Helping a sibling** with homework, or sharing a story or activity
- **Helping a family** with light housework, such as cleaning, dusting, ironing or laundry
- **Gardening tasks**, such as mowing the lawn or weeding
- **Looking after pets**, walking the dog or cleaning out the rabbit hutch
- **Helping with shopping** or collecting prescriptions
- **Sharing a cup of tea and a chat**, and being a listening ear
- **Being an extra pair of hands**, to help the whole family enjoy a day out together

As well as offering regular support, some families might need help with a one-off job, that would just never get done otherwise, such as painting a garden fence, decorating for Christmas or preparing a bedroom ready for a child's return from hospital.

Important: A volunteer will not have responsibility for a Rainbows baby, child or young person and will not undertake any personal care or giving of medication.

Will it suit me?

You will need to have:

- Patience and empathy, with the ability to build a rapport with others and put them at ease through a friendly and sensitive approach
- To be a good listener and communicator, with a good level of self-awareness
- To be reliable, dependable and able to follow instructions
- An understanding of confidentiality, to be able to work in a non-judgemental manner and maintain appropriate boundaries
- A good understanding of the role and Rainbows' expectations of volunteers
- Access to their own vehicle, or willingness to use public transport, in order to visit a family's home

Experience of working with children, young people or families would be beneficial, but not essential. We welcome volunteer applications from all areas of the community.

The Family Support Team will consider a volunteer's preferences regarding location when matching them with a local family. Rainbows will reimburse travel expenses incurred while volunteering with us, in line with our Volunteer Expenses Policy.

How will my application be assessed?

Informal Interview: Following the return of a completed application form, you will be invited to speak with the Volunteering Team. This will enable both you and Rainbows to find out more about each other, discuss the role in more detail and assess whether role will be suitable for you.

Training, References & DBS Check: You will be given full training to prepare and support you to undertake the role, which will need to be successfully completed before starting. This will consist of a two-day training course and a suite of online e-learning modules.

Rainbows is committed to ensuring the safeguarding and wellbeing of the people we work with; you will also be asked to provide two satisfactory character references to support your application. An enhanced DBS check will also be processed by Rainbows.

Once a volunteer successfully completes all elements of the application and training process they will be confirmed in the Help at Home Volunteer role. Our Family Support Team will then aim to match them with a local family in need of their support.

What benefits and support will I receive?

- A two-day training course held at our hospice in Loughborough. This training course ensures all volunteers are prepared and supported to undertake their role, and includes topics such as confidentiality, boundaries, grief and bereavement.
- Be proud! Feel a sense of accomplishment as you make a real difference to a family who need that extra support around the home.
- Build positive relationships with a variety of people.
- Gain valuable experience from supporting families in challenging circumstances.
- Gain new skills or develop current skills.

About Rainbows

Rainbows is the only hospice in the East Midlands dedicated to providing specialist health care and family support services for babies, children and young people with serious and terminal conditions.

Our volunteers are invaluable. They help us to deliver a vast range of services across the organisation, through helping either at the Hospice, externally at a range of events in the community or at one of our shops. The truth is we can't do our work without the help of our volunteers – together we bring more love, smiles and laughter to our children and families.

Our commitment to diversity and inclusion

We believe that everyone who works, engages and is supported by Rainbows should be valued and treated with dignity and respect. At Rainbows we strive to ensure we are there for everyone who needs us and maximise our reach by learning from the experiences of others, working across all communities and truly listening to a range of different voices.

Our values

At Rainbows, our values are evident in everything we say and do; they are what makes Rainbows so special. All volunteers should be aware of our values and strive to always uphold these values and behaviours:



Note: This role profile is not a job description and is not intended as a legally binding contract of employment with Rainbows. It is a role profile for a volunteering role, detailing the tasks we may ask of a volunteer, the skills and commitment we are looking for, and what a volunteer can expect in return for their generous offer of time.