



Home-Start Edinburgh traditionally had volunteer Group Workers and Home-Visitors but found that we would attract interest from people who wanted to support the work of Home-Start Edinburgh, but didn't want to take on these roles. This could be because:

- The time in which they could volunteer did not meet with the requirements of the role
- They didn't feel comfortable or drawn to working directly with families
- They wanted a role that would feed more directly into their chosen career path

Reflection from the team also recognised that some people started their volunteering journey only to feel that they were not physically able to be a Home Visitor (for example, they did not have the energy to run after young children, or the emotional capacity to support families in need). The team felt that being able to redirect these volunteers into other opportunities with Home-Start would be beneficial.

Next Steps:

We decided to recruit and train Admin Volunteers to support our work. Initially we advertised for generic roles and had a good response from people. They were supported in through the normal process of checks and references. We learnt that defining the specific responsibilities of the role helped to shape their time with us and give their volunteering direction.

Sally was recruited to input data from referrals onto our database. Sally works for a Bank and isn't available during our office hours, however wanted to be able to volunteer on a Saturday morning for a few hours. Sally came into the office initially to develop her skills and learn our system, and staff members worked flexibly so that she didn't have to miss work. She was supplied with IT to undertake this work at home, with regular check ins with her Co-ordinator who supports her. It was explained to her that this was important work that needed the regular commitment, which she felt she was able to make.

Sally has said that she appreciates the structure of the role, and the ability to learn about the Social Care sector. The staff team has developed a routine around her availability that works. Sally has been committed and consistent with her volunteering.

