



**CLAN WA
PARENT LINK HOME VISITING SERVICE
Information for Volunteers**

Frequently asked Questions:

Q1 Do I have to do practical jobs like babysitting or washing dishes?

A1 Definitely not. You are there for a specific purpose, to deliver the Parent Link program.

Q2 Will I be required to take the family on outings or to appointments?

A2 There may arise situations where you feel this might be necessary. Please discuss this with your Coordinator.

Q3 What if the family is going through a crisis?

A3 We are not a crisis service. However, sometimes a crisis may occur during the link. Then the Coordinator would be available to assist the family and volunteer to identify the resources needed. At times, the link will be put on hold until the crisis is over.

Q4 What kind of people use Parent Link?

A4 All sorts of people for various reasons. Some parents are just after information; some are grappling with particular issues.

Q5 What are the risk factors involved, for example encountering an abusive spouse?

A5 Your Coordinator would not put you into a family where there was any risk of danger to you. CLAN WA has policies in place which deal with critical incidents and this will be discussed in the training.

Q6 Is this a set program, or do I have to draw on my own knowledge?

A6 The Parent Link program is a structured program. You will have use of a manual during the training; as the training proceeds you will become familiar with its content.

Q7 How long will I be involved with each family?

A7 Generally between 6 to 8 weeks. However, sometimes you might be there longer and sometimes your stay will be shorter. This will be decided between the parent, yourself and the Coordinator.

Q8 Exactly how much time will be involved?

A8 It's difficult to say; however, there is a time commitment of about 3 hours per week.

Q9 How long is each visit?

A9 On average, each visit is about 1 hour. However, you will need to do some preparation work before you visit. You might want to visit our



library to get further information or you may want to prepare some notes on the topic you will be exploring.

Q10 How will I know what to do on my first visit?

A10 Your Coordinator will be with you for your first visit (called the Link) to introduce you to the family. The Coordinator will also discuss with you a suggested course of action to help the family meet their identified goals.

Q11 What if I just do not feel confident enough?

A11 Part of your Coordinators job is to get an appropriate match between the volunteer and the family. Your Coordinator is always happy to support and encourage you to ensure you feel confident and comfortable in your role.

Q12 I have no formal qualifications; does this matter?

A12 Absolutely not. The training course will prepare you for your role.

Q13 I am studying in the Human Services field; how will this help me?

A13 This program will give you some practical experience. In some cases you may be able to use your volunteer work towards placement requirements.

Q14 What kind of training is provided?

A14 CLAN provides many opportunities for training, some in-house and some through other means. There are usually 4 to 6 training opportunities per year. Volunteers are encouraged to attend and participate.

Q15 How much supervision and support will I have?

A15 Your Coordinator will keep in touch with you on a regular basis. There will be a support meeting approximately every 6 weeks and individual supervision as required.

Q16 Do I have to go to these meetings?

A16 It is essential that you attend. To support you in your role, provide opportunities for debriefing and increase your skills. Support meetings will provide you with opportunities to share ideas and connect with your peers.

Q17 What if I just do not like the family?

A17 An integral part of your Co-ordinator's job is getting a 'good fit' between family and Volunteer. A lot of thought goes into the right link. Thus this rarely happens, however, if it does then share this with your Co-ordinator.

We hope this has helped answer some of your questions. Your Coordinator will answer any concerns you may still have.