



Carers in Touch Volunteer Role Description

Line Management	This position is line managed by the Volunteer Co-ordinator
Closing date for applications	5pm 20/10/2020
Interview date	23/10/2020 <i>Please note, due to Covid-19, interviews will be held online via Microsoft Teams. Joining instructions will be provided.</i>
The role purpose	<p>To join a team of volunteers providing our 'Carers in Touch' service, a telephone listening service for unpaid carers who have been identified as at risk of being socially isolated.</p> <p>This will involve making calls of up to 30 minutes in length, to check in with identified carers, keeping them connected, reminding them they are not alone, supporting their wellbeing, and reducing social isolation.</p>
What you will be doing? – Requirements of the role	<ul style="list-style-type: none"> • Complete the training and induction programme for the role, as follows: <ul style="list-style-type: none"> ○ Telephone Listening Skills, on 11/11/2020 from 10am – 4pm, delivered online. ○ Introduction to the Carers Centre, Safeguarding Procedures, Database Familiarisation, on 02/11/2020 and 03/11/2020 delivered online. Both ½ days, times TBC ○ E-learning courses in Safeguarding Adults and Safeguarding Children, to be completed independently online, by 09/11/2020. • Commit to volunteering with Care for the Carers for at least 6 months. • Deliver a minimum of one 2-hour shift per week, between 10am–4pm. • Provide telephone listening support to unpaid carers. • Make onwards referrals for information, advice and guidance as appropriate. • Record brief case notes on Care for the Carers' web-based database. • Maintain close communication with the Volunteer Co-ordinator, through debriefing and regular one-to-one sessions. • Adhere to relevant Care for Carers policies and procedures.

Skills, experience and qualities needed	<ul style="list-style-type: none"> • Empathic, non-judgemental and non-discriminatory approach • Excellent communication skills • Good time-keeping and reliability • A commitment to the vision and mission of Care for the Carers and a desire to support unpaid carers
Support offered	<ul style="list-style-type: none"> • Debrief with Volunteer Co-ordinator at the end of every session • Regular one-to-one meetings • On-going informal support from Volunteer Co-ordinator and other staff and volunteers • Detailed training and induction programme, and further learning and development opportunities as appropriate
What you could get out of it?	<ul style="list-style-type: none"> • Support carers who would appreciate a ‘listening ear’ and make a difference in your community • Learn new skills • Have fun – volunteering and connecting with others is good for your wellbeing too! • Gain experience for related roles and courses e.g. counselling, social work, support work • Develop awareness and understanding around unpaid carers, or bring your own experience of caring • Be part of a diverse team of volunteers • Opportunities for further training, and expanding knowledge • Opportunities to get involved with other Care for the Carers services if desired
Other relevant information	<p>All volunteers must undertake a DBS check and provide references.</p> <p>At present the post will be home-based, due to Covid-19 restrictions, with support available remotely.</p> <p>A mobile phone will be provided, but you will ideally need access to your own computer or tablet for the recording of brief case notes on a web-based database. In future, the post could be based in our offices based in central Eastbourne, depending on circumstances.</p>
What to do if you’re interested	<p>You can download an application form and additional information from the Care for the Carers website www.cftc.org.uk/make-a-difference/volunteer/volunteer-opportunities/</p> <p>Completed applications should be emailed to Tracey Luker, Volunteer Coordinator, at traceyl@cftc.org.uk</p> <p>For an informal discussion about the role, please contact Tracey Luker on 07754 800183</p>