

Carers Cafe Volunteer Role Description



Background

Carers Link has been providing services to carers since 2004 and we have learnt a lot along the way about what carers want and need.

Why have a Carers Café?

Carers Cafés offer a sociable environment where carers can relax in a friendly atmosphere and meet others in a similar situation. Carers can swap tips and ideas and share their stories of caring. Staff/volunteers are on hand to offer information, support and a listening ear.

What is involved in being a Carers Cafe volunteer?

Carers Café volunteer you will be assisting the Community Support Coordinator to facilitate the Carers Café.

We have Carer Cafés in Bearsden, Bishopbriggs, Kirkintilloch, Lennoxton, and Milngavie which meet once a month and for a couple of hours.

Tasks involved

- Meet and welcome carers, especially new ones to the Carers Cafe
- Chat and make carers feel part of the Carers Cafe
- Make teas and coffees
- Set up of room or find table if in a public place
- Ensure a register of names is taken for fire reasons & statistics
- Take note of any questions or comments from carers
- Clear up at the end of the session
- Update the Community Support Coordinator of any concerns or comments you or the Carers have.

Required Skills and Qualities

- Good communication skills - listening and written
- Outgoing personality
- Reliable – able to make a regular commitment to volunteering
- Patient
- Empathic towards carers and their situations
- Awareness of confidentiality issues (though covered in training)
- Use your own
- People skills

Benefits to Volunteers

- They feel they make a difference to carers by building a relationship with them, allowing them to chat to someone who is interested in them as an individual.
- They have gained invaluable experience through providing support to carers.
- They have gained confidence.
- They have been able to develop their interpersonal skills.
- They often feel a huge sense of achievement.

Training & Support

Induction training can either be within a group setting for 6 hours or, if volunteers are unable to attend this, they will be able to complete a "train at home" pack. Support Buddy training will be provided in a group setting or 1:1 with the Volunteers Co-ordinator and the Community Support Co-ordinator.

Potential volunteers are required to complete an application form and give details of two people willing to complete a reference questionnaire for them.

Reasonable out of pocket travel and light lunch expenses will be reimbursed.

Volunteers will receive 1:1 support twice per year and regular "on the job" support is provided also. There are also opportunities for volunteers to attend social events and support meetings to meet other volunteers.

Contact Details

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