

Carers Call Volunteer Role Description

Background

Volunteers have been providing support to carers through Carers Call May 2005. When Carers Call first started there was one volunteer making telephone calls to 30 carers. Since then the service has grown steadily into one of our core services, providing support to around 750 Carers.

What is Carers Call?

Carers Call exists to provide a listening ear to carers; it enables them to chat to someone out with their family and allows Carers Link to keep in regular contact to identify any questions or concerns. Calls to carers are usually monthly, but can be more or less frequent to suit individual carers if preferred. This regular contact helps to prevent potential crisis situations and lets the carer know that they haven't been forgotten.

This service is provided from our offices in Milngavie during our usual office hours of 9am-5pm Monday – Friday. Volunteers telephone carers on a regular basis. The carers they call are already known to Carers Link, and volunteers have their own list to call which allows a relationship to build up between the carer and the volunteer.

Required Skills and Qualities

- Good communication skills - listening and written
- Outgoing personality
- Good telephone manner
- Reliable – able to make a regular commitment to volunteering
- Patient
- Empathic towards carers and their situations
- Awareness of confidentiality issues (though covered in training)
- Ability to use Microsoft Word to access and update carers files
- Use your own initiative (guidance given)
- Be able to work as part of a multi-disciplinary team

Benefits to Carers

Carers have said that they enjoy receiving calls from their regular volunteer as they know that they have not been forgotten about. Carers are also reassured that they don't need to keep telling their story repeatedly as calls are from the same volunteer who contacts them on a regular basis.

Benefits to Volunteers

Volunteers state that they feel that they make a difference to the Carers they talk to; by building a relationship with them, allowing Carers to chat to someone who is interested in them as an individual. Existing volunteers have stated that they have gained invaluable experience through calling Carers, it has helped them gain confidence, develop their interpersonal skills and allows them to feel a huge sense of achievement.

Training & Support

Induction training can either be within a group setting for 6 hours, if volunteers are unable to attend this, they will be able to complete a "train at home" pack.

Carers Call training will be provided in a group setting or 1:1 with the Volunteers 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.

Also 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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