

# Volunteer Role Profile

Volunteer Role	<b>Carers' Peer Support Phonenumber Volunteer</b>
Volunteer Manager	<b>Volunteering</b>
Where you will be based	<b>Other</b>

## Why we want you

Volunteers are at the heart of everything we do. We are looking for volunteers to help us provide a confidential listening service to unpaid carers who are referred to the scheme. Unpaid Carers are the family members, friends and neighbours who support someone with a health or care need who could not manage without them. Volunteers will call them at pre-arranged times / frequencies as agreed by the Phonenumber Co-ordinator. You will need to be an unpaid carer or former unpaid carer to apply.

## What you will be doing

- Making planned phone calls to isolated Carers at pre-arranged times to provide a listening ear and emotional support.
- Signposting Carers to appropriate support and services if required
- Recording brief information about calls and submitting to Carers' Phonenumber Co-ordinator as required
- Telephoning Carers to prompt them to complete and return their carers register application forms
- Functioning as part of a team, but where there are any queries/problems, to contact the Carer's Phonenumber Co-ordinator, who will be on-call / available during the shift period
- Have regular supervision with Carers' Phonenumber Co-ordinator who will offer advice and guidance on all aspects of the role

## The skills you need

- Good interpersonal and communication skills
- Treat everyone with dignity and respect
- A genuine interest in people
- An understanding of and positive approach to diversity is essential
- Confidentiality, empathy, discretion and reliability

## What's in it for you

- Meet new people
- Be part of an amazing team
- Gain new skills or use existing ones
- Use your experience as a Carer to help other people
- Gain experience in providing support, signposting, and develop further if

wanted