

Carer Support Wiltshire

Talk and Support Service Volunteer Role Description

Why do we need you?

The Talk and Support service is a vital volunteer role, providing low level emotional support to unpaid carers. Regular contact, via telephone, is offered to those carers who have been identified as needing additional communication; a friendly voice to talk to, listen to their concerns and generally lift their spirits.

This role has a positive impact on the carer, and feedback confirms feelings of isolation and loneliness is reduced and volunteers provide reassurance at difficult times. If you think you fit the bill, and can offer weekly or fortnightly calls to a small group of carers this could be for you.

How much time is needed for this role?

- Ideally able to commit a minimum of 1-2 hours a week, within office hours
- This role is based at the volunteers home

What activities will you be involved in?

- Speaking and listening to people who are unpaid carers to family members of friends, chatting about topics of mutual interest, to be a listening ear and to give them an opportunity to talk
- To keep a log of phone calls.
- Effectively communicate and work in partnership with the Support Worker, and Volunteer Manager reporting any needs of the carer or concerns about their wellbeing.

What can you gain from this opportunity?

1. Making a difference to carers affected by isolation and loneliness
2. Improved understanding of the wider carer partnerships and support services
3. Comprehensive training programme and ongoing support and supervision
4. Reimbursement of out of pocket expenses as defines by Carer Support volunteer policy.
5. Volunteers will have the opportunity to meet with other volunteers through regular social events
6. Volunteers will receive the Carer Support Wiltshire Volunteer Newsletter.

Is there Induction and Training?

- You will receive a full induction before you start
- Additional training will be provided on subjects such as listening skills, confidentiality, and communication.
- Regular training/support sessions will be organised for volunteers involved in Telephone Befriending.
- One to one meetings offered by the Volunteer Manager

What are we looking for

- Good communication skill and a confident telephone manner
- Friendly approach with good listening skills
- Be empathetic to the needs and concerns of Carers

Due to the nature of this role volunteers will be required to complete DBS form and provide referees.