

COVID 19 Wellbeing check Volunteer For the isolated and lonely

Why do we need you?

As a responsive, short term Wellbeing check volunteer you will be providing 'one off' low level emotional support to unpaid carers via the telephone. The carers you call will have no email contact and will have been identified by Carer Support Wiltshire and Dorset as most vulnerable. This role has a positive impact on the carer, and feedback confirms feelings of isolation and loneliness are reduced. Volunteers provide reassurance at difficult times.

How much time is needed for this role?

- Commit a minimum of 1 hour a week, to call and action any necessary follow up/ referral or sign posting. Conversations are in confidence except when a safeguarding disclosure is made.
- Carer Support Wiltshire will support you as the volunteer with key contacts, the Project Co-ordinator; Volunteer Manager and the local Community Connector.
- This role is home based using caller withheld facility if using personal devices

What activities will you be involved in?

- Checking whether carer is shielding and whether they have necessary support - Shielding is a measure to protect those who are clinically extremely vulnerable by minimising all interaction between those who are extremely vulnerable and others.
- Check that carer is able to formulate a contingency plan in case carer or cared for become unwell.
- Check whether support for cared for or carer is affected by COVID measures and the impact on carer
- Asking whether the carer would like to be contacted by Carer Support to discuss any issues or fears they may have.
- Effectively communicate with the Project Co-ordinator; Volunteer Manager and local Community Connector, reporting any needs of the carer or concerns about their wellbeing

What can you gain from this opportunity?

- Opportunities to practice and enhance your communication skills;
- Opportunity to interact with others if you also are experiencing personal isolation yourself;
- Gain suitable experience to support applications for University; permanent employment etc;
- Gain a sense of pride and self- fulfillment that you can help to improve connections within your community at this unprecedented time of suffering and isolation.
- Improved understanding of the wider carer partnerships and support services.
- Ongoing support and supervision.
- Reimbursement of out of pocket expenses as defines by Carer Support volunteer policy.
- Volunteers will receive the Carer Support Wiltshire Volunteer Newsletter
- Prospect of adding new skills to your CV including safeguarding and working in the community.

Is there Induction and Training?

- During these unprecedented times, training will be delivered remotely and be document based with hints and tips.

- Full Training will be provided using a range of delivery methods including virtual classrooms with subjects such as listening skills, confidentiality, and communication.
- Personal support will be offered by the Volunteer Manager through regular telephone supervision.

What are we looking for?

- Good communication skills and a confident telephone manner
- Friendly approach with active listening skills
- Ability to keep within boundaries of the role with regards to friendships or giving advice
- To be non-judgmental and have respect for different lifestyles
- Be empathetic to the needs and concerns of Carers

Who should you contact?

To find out about this role and other at Carer Support Wiltshire please contact Lindsey Millen (Volunteer Recruitment Co-ordinator) 01380 908041 or email lindseym@carersupportwiltshire.co.uk