

VOLUNTEER ROLE DESCRIPTION 'KEEPING IN TOUCH' TELEPHONE SUPPORT

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| Volunteer Role Title: | 'Keeping in Touch' Telephone Support |
| Reports to: | Keeping in Touch Coordinator |
| Availability: | Expected to commit to a minimum of an hour a week, in addition to initial online or face to face training, and ongoing events and training |
| Purpose of the Role: | <ul style="list-style-type: none"> • To provide a light touch support services for carers following their registration with Carer Support Dorset with the aim to keep up to date with the cares current needs and intervene where appropriate to avoid crisis situations through referral to the carer case workers at Carer Support Dorset • To offer a light touch support call services to combat social isolation, provide reassurance of support and where applicable signpost to relevant service both internal and external services and communities • Input basic data into a Customer Management System |
| Main tasks: | <ul style="list-style-type: none"> • To support carers following their registration with our service, through a telephone base contact service in a timed process e.g. 3,6,9,12 month intervals |
| Training: | Induction training will be provided to meet the needs of the role, as well as ongoing support and supervision, and additional training as necessary. Out of pocket expenses will be paid. |
| Skills and qualities: | <ul style="list-style-type: none"> • Excellent listening skills • Excellent interpersonal and verbal communication skills • Confident telephone manner • IT literate • Attention to detail • Empathy • Friendly & approachable • Organised, reliable & patient • Non judgemental • Life experience, such as having been an unpaid carer/currently an unpaid carer (desirable but not essential) • Wish to work in/alongside a caring profession (desirable but not essential) |
| For more information: | <p>Contact: Martina, Volunteer Manager Tel: 01380 908 055/ Email: volunteer@carersupportwiltshire.co.uk</p> |

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