

CARERS IN HERTFORDSHIRE

Keep in Touch Out of Hours Volunteer



Two in five carers neglect their own health because of their caring responsibilities and say, “I’m fine”. We want to change this. We are reaching out to carers, offering support and encouraging them to look after their own wellbeing. Coronavirus has impacted on people’s ability to access their usual support network. At Carers in Hertfordshire, we are being proactive and calling carers to ensure they have the support they need at this difficult time. We have seen real benefits to this approach and have identified hundreds of carers with support needs.

Our Keep in Touch service was launched at the beginning of the COVID-19 pandemic. By the end of November 2020 our volunteers had contacted over 6,000 carers. We need to recruit additional Keep in Touch Volunteers to help us with this on-going support project. We aim to contact another 6,000 carers over the next six months. Carers in Hertfordshire is a charity supporting family carers caring for someone who is elderly, disabled, has a physical or mental illness or misuses drugs or alcohol. Carers often care for a relative, child or friend. The person they care for could not cope without their support and the care they provide is unpaid. Most volunteers will be working during office hours only but we are developing a regular out of hours service over the next few weeks.

Where will you be carrying out this role?	You will carry out this role from your own home. Carers in Hertfordshire will provide you with a mobile phone to make calls to carers. You need to have access to a private space to carry out this role. You will need to have access to a device to edit Word and Excel documents.
How much time will I be expected to give?	Calls will take place between 5:30pm -7:30pm weekly on a Thursday. Approximately 6-8 calls are to be made during these hours. Some calls will be very short, but some may last 30 minutes. You will also need to write up brief notes from the calls and email these to Carers in Hertfordshire.
What will I be doing?	<ul style="list-style-type: none"> • Receive a list of calls by email with the contact details. • Ring the carers on the list and ask “how are you” – the carers will not be expecting calls. The purpose of the call is to check on the wellbeing of the carer; you are not expected to give information or advice. • Contact Carers in Hertfordshire for any carers that need urgent support. • Record notes including any carers’ needs on a form and return to Carers in Hertfordshire.
What skills, experience and attributes do I need?	<p>Essential</p> <ul style="list-style-type: none"> • An understanding/interest in the experience of caring or have been an unpaid family/friend carer. • Good communication skills and ability to motivate yourself. • Able to get on well with other people and friendly telephone manner. • Ability to be non-judgemental about what you are told by carers. • Ability to capture and record information accurately. • Emotional resilience. <p>Desirable</p> <p>Basic computer skills to open a form and send an email back.</p>

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Who will I be volunteering with?	You will be carrying out the role from home but you will have the support of the staff sending you the lists, a daily Duty Manager to contact with urgent questions, and regular support and training sessions on Zoom to drop into to discuss emotional or practical issues.
What can I expect from Carers in Hertfordshire?	<ul style="list-style-type: none"> • Rewarding experiences which will help you to benefit carers. • Support from staff in Carers in Hertfordshire. • Training will be provided to help you get to know the role. • Training will be provided to develop your skills on a continuous basis. • All out of pocket expenses can be paid.
Things you need to know	Please note this opportunity is only available to those over 18 years of age. This role may require a DBS check (formerly CRB).
I'm interested, what's my next step?	If you'd like to find out more about becoming a Keep In Touch Volunteer and help carers take better care of themselves contact us: Telephone 01992 58 69 69 Email volunteer@carersinherts.org.uk Website https://www.carersinherts.org.uk/help-us-help-carers/volunteer