

# CARERS IN HERTFORDSHIRE

## Volunteer Role Description: Keeping In Touch Service Support in Borehamwood



The Information and Caring Planning Services provides support to unpaid carers through information, guidance and planning around individual needs to help them in their role as a carer. Part of this is to offer a regular "Keeping in Touch" to carers who feel isolated and will benefit from a regular monthly call.

<b>NAME OF POST</b>	Volunteer for the Keeping in Touch Service.
<b>WHERE</b>	The role is based in our office at Warwick House, 2 Oaks Court, Warwick Road, Borehamwood, Herts, WD6 1GS.
<b>WHEN AND HOW OFTEN</b>	This service operates two days a week – Tuesday and Thursday from 9:30am to 4pm. There will be a member of staff with you to support you during your shift.
<b>ABOUT</b>	Carers in Hertfordshire has been running this service since October 2018 and each month more carers have requested this support. With the increase demand we are looking to increase the team to offer regular telephone support. We call each carer once a month to enquire how they are, sometimes this is a short call as all is well, but other times you will need to listen empathically to how the person is feeling. If more information and advice is needed we refer the query to the Carer Support Advisor therefore enabling us to be more responsive as team to carers' needs.
<b>WHAT WE ARE LOOKING FOR</b>	<ul style="list-style-type: none"><li>- Good communication skills.</li><li>- Ability to listen and communicate sensitively with a wide range of people.</li><li>- Awareness of/or an interest in the role of unpaid carers</li><li>- Basic IT skills.</li><li>- Honest, committed and reliable</li></ul>
<b>WHAT YOU CAN GAIN FROM THIS OPPORTUNITY</b>	<ul style="list-style-type: none"><li>- An opportunity to help unpaid carers.</li><li>- An opportunity to meet and work with new people.</li><li>- The chance to enhance current skills and develop new ones.</li><li>- The chance to boost your CV.</li></ul>
<b>GENERAL INFORMATION</b>	A minimum of 4 hours a week.  Training and Supervision are provided with the post
<b>ADDITIONAL INFORMATION</b>	Out of pocket expenses can be paid within reasonable limits

Please note this opportunity is only available to those over 18 years of age and a check will need to be carried out with the DBS (Disclosure and Barring System) (formerly CRB checks).

### Contact us

Telephone: 01992 58 69 69.

Email [volunteer@carersinherts.org.uk](mailto:volunteer@carersinherts.org.uk). Website: [www.carersinherts.org.uk/help-us-help-carers/volunteer](http://www.carersinherts.org.uk/help-us-help-carers/volunteer)