

# CARERS IN HERTFORDSHIRE

## Volunteer Role: Carers' Passport & Call Back Team Volunteer



The Information and Caring Planning Services (ICPS) provides support to unpaid carers through information, guidance and planning carer's individual needs to help them in their role as a carer. As part of this service we provide a free discount card to unpaid carers known as a Carers' Passport.

<b>NAME OF POST</b>	Volunteer in the Passport/ Call Back Team.
<b>WHERE</b>	The role would be based in our office at the Hertford Office The Red House 119, Fore Street, Hertford Herts SG14 1AZ.
<b>WHEN AND HOW OFTEN</b>	This service operates four days a week – Monday to Wednesday and Friday from 9:30am to 4pm. There will be a member of staff with you to support you during your shift.
<b>ABOUT</b>	<p>The Carers' Passport Service has been running since 2013 and we have over 13,000 carers registered with a Carers' Passport (a photo id card). The cards are renewed every three years and we receive approximately 50 new applications every week.</p> <p>Tasks vary from registering carers, updating information, quality checking, printing the passport cards and talking with carers to solve queries and update information.</p> <p>The Call Back Team not only deals with queries regarding passports but also make the initial contact following referrals from professionals to explain the services available from Carers in Hertfordshire.</p> <p>There are roles to suit most skill sets and interests. The team is currently made up of 12 part-time volunteers.</p>
<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>- Competent IT skills.</li> <li>- Honest, committed and reliable.</li> <li>- Able to work independently and as part of a team.</li> <li>- Organised and methodical approach.</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> <li>- A role to work as part of a team and to feel valued for the time and effort that you give.</li> </ul>
<b>GENERAL INFORMATION</b>	<p>A minimum of 4 hours a week.</p> <p>Training and Supervision are provided with the post</p>
<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)