

# Volunteer News

The newsletter for our volunteers who support unpaid family and friend carers



*26th February 2021*

We would be pleased to receive contributions, photos, stories or updates for the newsletter. To contact us:

**Call: 01992 58 69 69**

**Email: [volunteer@carersinherts.org.uk](mailto:volunteer@carersinherts.org.uk)**

**Visit: [www.carersinherts.org.uk](http://www.carersinherts.org.uk)**

Carers in Hertfordshire, The Red House, 119 Fore Street, Hertford, Hertfordshire, SG14 1AX.

**Your Volunteer Team:** Alex Daar, Nicki Bird, Amanda Feron, Jules Josephs, and Julie Hayes.

*Making Carers Count*

## *Coffee and Chat*

We are holding friendly, informal Coffee and Chat sessions in March via Zoom. These will usually be on Wednesdays at 10.30am and Fridays at 2pm. To book a place and be sent the Zoom invite please phone the office on:

01992 58 69 69 or email: [contact@carersinherts.org.uk](mailto:contact@carersinherts.org.uk)

For the latest advice to carers, please see our website: [www.carersinherts.org.uk/taking-care-of-you/coronavirus-guidance](http://www.carersinherts.org.uk/taking-care-of-you/coronavirus-guidance)

For our latest events and courses for carers please see our website: <https://www.carersinherts.org.uk/events>



## *Welcome*



Welcome to our February Newsletter.

I hope you have been noticing signs of Spring in your gardens and out and about. Snowdrops are out and I have one crocus about to flower in my garden.

It is really good news that unpaid carers are now eligible to receive the vaccine and very good news that the vaccine programme has been successful so far.

In this month's issue, we have a spotlight on Julie Hayes, our Volunteer Co-ordinator.

We have Safeguarding Training dates for those of you who need it. All of our volunteers should do a Safeguarding course every three years, some volunteers may be asked to undertake the course annually depending on their volunteer role. We also have Bereavement Skills Training for Volunteers. This will be an important course for volunteers who are making Keep in Touch calls.

Jules and Alex have been busy training the next group of mentors. Nicki and I have been running hub groups and some mentors have joined us to support the groups and to talk about mentoring.

The Keep in Touch team have been trialing an out of office service. Hopefully we will be able to give you an update next month.

*Amanda Feron, Hub Volunteer Coordinator*

## Spotlight on Volunteer Recruitment

I'm sure all our volunteers know Julie Hayes, our Volunteer Co-Ordinator. She is often the first point of contact for a new volunteer.

Recently, she has been busy on a recruitment drive to find 80 new Keep in Touch volunteers by the end of March and has so far found over 50. Before the pandemic, Julie's target was to recruit 15 volunteers a year - at the moment she is almost recruiting that many per month. The pandemic has seen a big increase in people wanting to volunteer, help their communities and make a difference.



A lot of work goes on behind the scenes by Julie when a new volunteer joins Carers in Hertfordshire, from making the initial contact, sending for and checking references, applying for the DBS check to running the volunteer inductions.

Even though the number of new volunteers has increased, Julie works hard to follow robust procedures, maintain standards and to ensure that each volunteer is welcomed and feels part of the team.

Julie also attends volunteer fairs to actively recruit volunteers - recently these have been virtual fairs. She is also responsible for checking safeguarding training is up to date and for renewing DBS checks for volunteers every three years. She averages about 10 a week of these and they can take 40 minutes to complete.

Two new volunteers have been helping Julie with the increased work involved: Jo is obtaining references and Sue is helping with administration. Julie says "They have been brilliant and they have really helped to make a significant difference."

*Amanda Feron, Hub Volunteer  
Coordinator*

## Dates for Your Diary

### Safeguarding Training:

Friday 12th March, 2pm - 3.30pm

Tuesday 30th March, 10am - 11.30am

### Bereavement Training for Volunteers - Loss and Bereavement in Time of COVID:

The session covers the information and skills needed for general volunteers. Led by Pamela Firth, Consultant In Psychosocial Palliative Care.

Monday 8th March, 10am - 11.30am

To book a place, please phone our office on 01992 58 69 69 or email

[contact@carersinherts.org.uk](mailto:contact@carersinherts.org.uk).

*Alex Daar, Volunteer Manager*

## COVID Champions

Sam Franklin at North Herts & Stevenage CVS is working with Hertfordshire County Council to find volunteers to become COVID Information Champions. The aim is to make sure that residents, from across every community, stay up to date with the latest guidance and advice from Public Health England.

They are looking for individuals who are reliable and dependable and who want to help their community, especially people who have links to hard to reach groups - such as young people, older people, carers, homeless people and rural communities.

If you are interested becoming a Hertfordshire COVID Information Champion, please follow the link below for more information:

[https://docs.google.com/forms/d/e/1FAIpQLScNyjSxaPbhnyvaH9oP1FVcszXXXH-JOB2\\_AqeI5\\_il5wPX\\_g/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLScNyjSxaPbhnyvaH9oP1FVcszXXXH-JOB2_AqeI5_il5wPX_g/viewform?usp=sf_link)