

Main Aim

The main aim of a Call a Carer Volunteer is to enrich, enhance and improve a carer's life by telephoning them regularly to check in with them and make conversation to reduce feelings of loneliness and isolation.

Purpose of the Role

- To support a person who is isolated or is at risk of becoming isolated as a result of their caring role.
- To provide support in the form of regular telephone/video call contact.
- To be an understanding and empathic listener.
- To help raise self-esteem and build confidence through a positive and supportive relationship.
- Where required, to encourage and support the service user in engaging with virtual activities offered through West Cumbria Carers.
- Be a friendly, listening ear.

Responsibilities

- To develop and promote a positive relationship with the carer.
- To establish and maintain appropriate boundaries.
- To regularly contact the carer, weekly or fortnightly, for a period of up to one hour.
- To inform the Volunteer Support Worker of all client contact on a monthly basis.
- To notify the Volunteer Support Worker of any emerging problems and seek support whenever necessary.
- To review the relationship at regular intervals with the service user and with the Volunteer Support Worker.
- To safeguard the good name, values and mission of West Cumbria Carers.

Personal Qualities

- Able to form positive, supportive relationships with others.
- Good listening and communication skills.
- Awareness of issues affecting carers.
- Reliable and a good timekeeper.
- Sensitive and caring about others.
- Respectful of confidentiality issues and able to maintain boundaries.
- Able to put your own needs and views to one side allowing you to focus on the needs of the carer.
- Able to work as part of a team and on own initiative, and know when to seek support.

Training and Support

- Required to attend an Induction and Training Programme prior to the start of volunteering.
- Ongoing support from the Volunteer Support Worker.



Volunteer Role Description: Call a Carer

- Regular group meetings with other volunteers.
- Ongoing training opportunities.
- Social events with other volunteers.

About us

West Cumbria Carers offer a range of services to support those looking after someone on an unpaid basis.

A carer is anyone of any age who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

Visit our website www.westcumbriacarers.co.uk or find us on one of our social media channels below:



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