

## Main Aim

The main aim of a Carer Supporter is to enrich, enhance and improve an individual's life by providing the reassurance of one to one support.

## 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 company or telephone contact.
- To be an understanding and empathic listener.
- To help raise self- esteem and confidence through a positive and supportive relationship.
- Where required, to support the service user in engaging with and building relationships with others - this may involve increasing the range and nature of activities.
- Where required, to support the service user in accessing other services.
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## Responsibilities

- To develop and promote a positive relationship with the service user.
- To establish and maintain appropriate boundaries.
- To regularly meet with or contact the service user, weekly or fortnightly, for a period of one hour.
- To inform the Volunteer Coordinator of all client contact on a monthly basis, using the standard reporting methods.
- To notify the Volunteer Coordinator of any emerging problems and seek support whenever necessary.
- To review the relationship at regular intervals with the service user and with the Volunteer Coordinator.
- 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.
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- Able to put your own needs and views to one side allowing you to focus on the needs of the service user.
  - 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 Coordinator.
- Regular individual meetings with the Volunteer Coordinator for supervision.
- 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](http://www.westcumbriacarers.co.uk) or find us on one of our social media channels below:



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