

# CARERS IN HERTFORDSHIRE



## Volunteer Role Description

Carers in Hertfordshire is a charity supporting family carers caring for someone who is elderly, ill or disabled and relies on that support. Carers often care for a relative, child or friend and the care they provide is unpaid.

<b>NAME OF POST</b>	<b>Carers in Hertfordshire Call Back Team Volunteer</b>
<b>WHERE</b>	Carers in Hertfordshire Head Quarters, The Red House, 119 Fore Street, Herts, Hertford, SG14 1AX
<b>WHEN AND HOW OFTEN</b>	The Call Back Team will be office based and will operate two days per week (Tuesday and Wednesday) between 9.30am and 4.30pm, however there is some flexibility. Preferably, candidates need to be able to commit to a minimum of half a day once a week but less frequent availability will be also considered.
<b>ABOUT</b>	We are seeking to create a new team of volunteers to work alongside Carer Support Advisers to provide a call back to carers who have been referred to us by GP surgeries, social care professionals and community organisations. Volunteers will telephone carers on the receipt of referrals to establish their needs and provide appropriate information and advice. Complex cases and those requiring additional support will be triaged to Carer Support Advisers for more targeted input. We are looking for individuals who can speak to carers on the telephone about the support and opportunities Carers in Hertfordshire can offer and general support available to them in their caring role.
<b>WHAT WE ARE LOOKING FOR</b>	Awareness of or interest in the role of unpaid carers Ability to listen and communicate sensitively with a wide range of people Motivation to make a change and improve the lives of unpaid family carers Good organisation skills and ability to prioritise Friendly telephone manner
<b>WHAT YOU CAN GAIN FROM THIS OPPORTUNITY</b>	An opportunity to : <ul style="list-style-type: none"> <li>• get involved into a new team and make a difference</li> <li>• the chance to get out and meet new people</li> <li>• learn new skills</li> <li>• participate in social activities and events led by CinH</li> <li>• working with Carers in Herts staff and partner organisations</li> <li>• enhance your CV</li> <li>• feel recognised and valued for your contribution to the service</li> </ul>
<b>GENERAL INFORMATION</b>	There will be induction training provided to develop sound knowledge of the organisation and its services as well as other support services available to carers. The training will involve meeting existing volunteers and employees to get to know their roles and responsibilities within the organisation. Ongoing supervision, support and training specific to the role will be provided by the Information and Carer Planning Service Team Leader.
<b>ADDITIONAL INFORMATION</b>	All out of pocket expenses will be met.

Please note this opportunity is only available to those over 18 years of age  
This role may require a DBS check (formerly CRB)

### Contact us

Telephone: 01992 586969. Email [volunteer@carersinherts.org.uk](mailto:volunteer@carersinherts.org.uk).

Apply here:

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