Volunteer Profile – Carers Support
Volunteer

Wired is a charity that delivers a range of services in the north west of England and in north Wales that support children, adults and older people to live as independently as possible. Wired's ethos and culture is about empowering people, helping to remove the barriers disadvantaged people face and support the inclusion of all people in society. The charity could not help as many people each year without the support of volunteers.

Main Purpose	To provide additional drop in/advice and information sessions to Wirral Carers face to face.
Aim	To provide an information, advice and support service to Wirral Carers in a variety of ways such as face to face, telephone, written, IT and using forums etc. The recipients will be Carers (of all ages and backgrounds) of people with disabilities, age due to frailty, mental health problems, chronic illness, alcohol/substance misuse
Supported By	Jacqui Canning, Carers Support Co-ordinator
Based	Birkenhead Resource Centre (occasional sessions elsewhere)
Time commitment	1/2 morning a week for at least 6 months to ensure continuity for the service The drop ins are Tues day and Thursday mornings but events and additional drop ins may be at other times.
Essential training	Induction training covering - Understanding confidentiality, Data Protection, Health and Safety , Carer Awareness, Safeguarding adults/children On-going training will be provided as necessary for the role.

Agreed Responsibilities

1. To support the Carer Information drop ins at various locations.

2. To support the carers team by undertaking relevant admin tasks

3. To remain independent of other organisations and give un - biased information

4. To advise Carers regarding various issues, as needed. Where complex situations arise, you should seek guidance from your mentor/other staff member. The Carer can be encouraged to seek advice from others

5. To be available to undertake training and to meet with your mentor/supervisor.

6. To liaise with the mentor and, as appropriate, with other professionals.

7. To encourage the Carers' awareness of reviews, and to encourage their participation in decisions affecting them or the cared for person.

8. To assist in raising the awareness of Carers issues at carer related events/activities. Approximately 4 time each year.

9. To adhere to Wired policies at all times e.g. confidentiality, conduct, health and safety, safeguarding.

Wired services exist to respond to the needs of individuals, therefore, many of the tasks and responsibilities may be unpredictable and varied. It is expected that volunteers will be flexible when needed, for instance undertaking tasks that have not specifically been named in their task description.

Person specification
For some roles there are essential or desired skills or experience that a volunteer needs to have to be able to undertake the role. This table lists the ones specific to this role.

Skills / Experience	Requirement
Criteria	➢ Must be aged 18 years or over ➢ Preferably some caring experience
Knowledge	➢ Some knowledge, awareness or understanding of Carers/ young Carers/people with impairments/ chronic illness / substance or alcohol/ misuse / other cultures within in our society.
Skills	➢ An ability to communicate effectively with people, verbally and written ➢ To be able to question and challenge people appropriately ➢ To be able to speak on a Carers behalf. ➢ To maintain an attitude of tolerance and acceptance to people whose values and behaviour may be different to your own ➢ Basic IT, numeracy and literacy skills ➢ To give support to others and receive support and guidance as required. ➢ Able to work independently / as part of a team
Personal Qualities	➢ A commitment to vulnerable peoples rights and welfare/ equality ➢ A warm and friendly approach. ➢ Sensitivity to the needs and wishes of vulnerable people ➢ Patience ➢ Reliability, dependability, consistency and punctuality ➢ Non-judgmental approach ➢ To be willing to gain knowledge and experience in the role ➢ A willingness to undergo training and completion of safeguarding checks ➢ Sense of humour and ability to have fun ➢ Willingness to be flexible in meeting the needs of vulnerable people ➢ A balanced approach and view of life
Qualifications	➢ Basic skills in IT, literacy and numeracy

Record of achievement
Wired will keep a record as you undertake your role of what takes you have completed to a satisfactory level. You will not be expected to undertake any task without appropriate training being provided. This can be used as a record of achievement whilst undertaking the role and can

be provided as part of a reference for any potential employers if you wish.

Achievement	Date completed	Mentor signature
Answer Carers Helpline and deal with calls using the set systems		
Meet with Carers at dropin sessions and action queries		
Attend and contribute at Carers events and activities		
Write reports when necessary		
Undertaken written correspondence with or on behalf of client when necessary		
Contribute at team meetings re the development of Carers services		