

Role Profile – ‘Community Connect’ Volunteer

Background

Sheffield Carers Centre is the citywide provider of support for unpaid carers in Sheffield. It offers a range of support and information services to unpaid carers who look after a relative, partner, child or friend who is unable to manage alone due to disability, illness, frailty, a mental health problem or an addiction.

As part of the citywide carers contract the Centre is also responsible for the coordination and delivery of statutory carer’s needs assessments across Sheffield.

The Carers Centre offers a range of services including:

- A confidential Carers Advice Line offering information on anything to do with the caring situation. This includes signposting to services to help with the caring role, information about people’s rights as carers, as well as referral to specialist services offering advice on benefits and on legal issues such as Power of Attorney and wills.
- Individual case work to carers who require ongoing support and advice – this can include guidance on how to navigate the complex social care and healthcare systems, as well as advice on balancing working or studying alongside caring.
- Emotional support for carers, to give space to talk through challenges in their caring role
- Opportunities to meet and speak to other carers such as our monthly carers café, mental health information hub and the opportunity to receive a regular call from one of our volunteer befrienders.

Why we need volunteers...

Caring for someone can carry with it a lot of responsibility. Often carers can find themselves having to care for someone alone or are unable to see friends or family or generally engage in their community as much as they would like. This can lead to carers feeling lonely and socially isolated.

Our ‘Community Connect’ service aims to reduce social isolation and re-connect carers with their community. We can provide an opportunity for carers to speak to

someone on a regular basis. This provides an opportunity for carers to speak to someone neutral about their caring situation or just to chat about anything but their caring role. Our aim is then to work with the carer to see how we can help them to reconnect with their community, providing information on local groups and activities and if it is deemed helpful, accompany them to an initial meeting.

This role will also support people where their caring role has ended. Either because the person they have cared for has died or they have moved into permanent residential care. When caring ends it can leave people feeling lost, grieving and not sure what to do with themselves after all the responsibility of caring has been taken away. Our community connect volunteers will support carers to make this transition easier.

Role Purpose

To contact carers at an agreed time on a weekly or fortnightly basis in order to provide befriending, information and support.

When we need volunteers

This role would suit someone who can give up 2-3 hours a week or a fortnight during office hours of 9am-6pm

Core tasks

- Call carers at an agreed time every week or fortnight.
- To listen to carers in a non-judgemental way and to give them the space to talk.
- Provide information and signposting.
- Keep accurate notes of each call that you make.
- Liaise with Community Liaison Worker about what carers can access in the community.
- Where appropriate and necessary, accompany carers to groups or other community based activities.
- Alert your supervisor if there are any safeguarding concerns or anything else you may be worried about.

Skills, experience and qualities we would like you to have in order to carry out the role

- Confident talking to people over the telephone.
- Good interpersonal & communication skills.
- Good listening skills
- Basic computer and keyboard skills
- Non Judgemental
- Reliable
- Punctual

Skills, knowledge and experience you will gain in this role.

(You may have these already but if not we can teach you)

- Confidence in engaging with others
- Develop your communications skills both talking and listening
- Confidentiality and Data Protection
- Boundaries and good practice.
- Adult safeguarding
- An in-depth knowledge of the needs of carers.

Benefits of volunteering in this role

- This role is a great opportunity to use your excellent communication and listening skills to provide regular contact with carers who will benefit from speaking to someone.
- You will be provided with the appropriate training in order to carry out your role effectively and with confidence.
- A great opportunity to develop your communication and listening skills if you are training to be a counsellor or therapist.

Development or progression opportunities

- We hope that you will gain transferable skills, that will increase your confidence and experience
- To improve your own employability skills and enhance your CV.

Supervision

You will be provided with ongoing regular support from members of the team as well as more formal supervision with your allocated supervisor.

Expenses

Sheffield Carers Centre will reimburse reasonable out of pocket expenses incurred by volunteers in support of activities undertaken within the scope of their role.

Contact

If you would like to apply for this role or have any enquiries you can telephone Scott Liddle on 0114 272 8362 or email volunteers@sheffieldcarers.org.uk