

Volunteer Role Description Community Connect Volunteer

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| Volunteer Role Title: | 'Community Connect' Volunteer |
| Location: | Sheffield Carers Centre |
| Responsible to: | Jan Outram, Community Liaison Worker Sarah Knightley, Volunteer Coordinator |
| Hours per week: | 2-3 hours once a week or fortnight (during office hours of 9am – 6pm) |

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.

Sheffield 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.

We could not provide this valuable support to Sheffield's carers without the skills, time and enthusiasm that our volunteers give.

The Volunteer Role

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 connect carers with their community. It provides an opportunity for carers to speak to someone on a regular basis, either about their caring situation or just a 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 these activities on their first visit.

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.

Key volunteer activities

- Call carers at an agreed time every week or fortnight.
- Listen to carers in a non-judgemental way and give them the space to talk.
- Provide information and signposting to local support and activities.
- Keep accurate notes of each call that you make on a computer database.
- Where appropriate and necessary, accompany carers to groups or other community based activities.

We are looking for volunteers who have the following skills and attributes:

- Confident in talking to people over the telephone.
- Good communication skills.
- Good listening skills.
- Ability to use a computer (training will be provided on the database system we use)
- Non-Judgemental
- Reliable

Recruitment Process

Potential volunteers will be required to complete a Volunteer Application form, and to provide details of 2 referees that can provide a character reference.

Training and support provided

- All volunteers will receive Volunteer Induction Training which includes information on Confidentiality, Safeguarding and Volunteer Boundaries. Other topics will be added as appropriate. Completion of this training is required before any volunteering can commence.
- Sheffield Carers Centre will reimburse reasonable out of pocket expenses incurred by volunteers in support of activities undertaken within the scope of their role.