

Carer Support Carlisle & Eden Call Companion Volunteer



Description:

Carer Support Carlisle & Eden is a local charitable organisation that provides information, support and social opportunities for unpaid Carers throughout Carlisle and Eden. A Carer can be of any age and provides unpaid support to family members or friends who could not manage without this help. This could be looking after a relative, partner or friend who is ill, frail, disabled, or has mental health or substance misuse problems. Caring tasks can include practical and emotional support and can range from general household chores to full personal care. Carers can feel stressed, isolated, have no time for themselves, or find that their physical or emotional wellbeing is deteriorating. We need Volunteers to help us to enhance the support we can offer to Carers to make a difference to their quality of life.

Role Description:

Call Companions are volunteers who provide telephone support and companionship to Carers or 'Cared for' who are registered with Carer Support Carlisle and Eden and aged 18+. A good call companion should be interested in other people, a good listener, trustworthy and reliable.

As a Call Companion Volunteer, you would talk to someone who's either in a caring role, or their 'cared for' person. Our Call Companion service is free and allows people to enjoy chatting with someone over the phone, all from the comfort of their home. It's an enjoyable and simple way to 'give something back' and support someone who may be struggling with loneliness or isolation.

When Required:

30-minute calls on a regular basis, normally one or two per week, to provide a positive impact on the wellbeing of carers.

Areas of Interest:

Support work, Companionship

Types of Activity:

Support, Conversation, Community Work, Companionship



Suitability:

A good call companion should be interested in other people, a good listener, trustworthy and reliable.

Skills and Qualifications:

Experience is useful but not essential as support and training will be provided. All we ask is that you are:

- Able to form positive, supportive relationships with others.
- An empathetic listener and have good communication skills.
- Reliable and a good timekeeper.
- Sensitive and caring about others.
- Respectful of confidentiality issues and able to maintain boundaries.
- Able to put own needs and views to one side allowing you to focus on the needs of the service user.

Additional Information:

Equal Opportunities Policy:	yes
Expenses:	yes
Induction:	yes
Insurance Cover:	yes
Support on offer:	yes
Training:	yes

Recruitment Method:

Application Form, References, Informal Discussion, DBS Check, Induction, Trial Period

Contact Information:

If you would like more information on becoming a Call Companion Volunteer, please contact:

enquiries@carlisle-eden-carers.org.uk

Penrith Office - 01768 890280

The Office
Mardale Road
Penrith
CA11 9EH

Carlisle Office - 01228 580214

Unit C
Moorhouse Courtyard
Warwick on Eden
Carlisle
CA4 8PA

