

Information & Advice Volunteer Role Description

Ealing Carers Service aims to provide a holistic approach in supporting carers living in the London Borough of Ealing. This will be through social activities, support groups and advice, information and signposting.

Our small, friendly advice team is looking for an enthusiastic volunteer, eager to share their expertise or learn some new skills. Supporting the advice team would include working with carers, informing them about how they can access support and referring them to other agencies and sources of help. This will be alongside admin and other ad hoc tasks. Both our sites in Acton and Greenford would be grateful for this support.

Main Tasks:

- Establishing key points of a carer's issue.
- Scheduling appointments.
- Basic form filling.
- Supporting staff to maintain confidential records.
- Preparing and distributing publicity materials and displays.
- Support staff in following up with carers.
- Supporting the promotion of Ealing Carers Service.
- Identifying potential carers.

Skills & Experience Required:

- Good listening and interpersonal skills.
- Understands the need for confidentiality.
- Ability to take detailed notes to pass on to relevant advisors.
- Patient, tactful, discreet, sensitive and reliable.
- Can work in a busy, sometimes hectic environment.
- Can respond appropriately to different and sometimes difficult situations.

Support and Training:

You will be supported by members of staff and help you develop in your role. You will be given training to carry out your role and regular supervision.

If you are interested in applying please fill in an Expression of Interest Form and/or email spaterson@carerstrustthames.org.uk in order to obtain one.

Thank you for your interest in supporting our growing service! We look forward to hearing from you.