

Telephone support volunteer

A crucial link to get carers the support
they need when they need it

What's a Telephone support volunteer?

We phone carers for lots of reasons -

- to remind them we are here
- to learn more about their situation or
- to tell them about services that might help.
- to invite them for feedback

Volunteers are often the best people to make these calls.
Some volunteers make more specialist calls once they learn
the ropes, Phone calls are made from our Bedford office

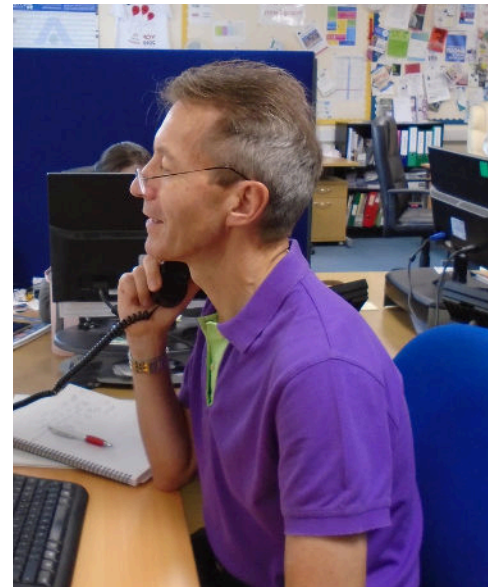
What will you get out of it?

- Work alongside support workers
- Volunteer with a busy and well-respected local charity
- Gain experience of the health and social care sector
- Make a definite difference to carers
- Gain or brush up your phone and communication skills
- Training and opportunities to get involved

What's involved?

Keep In Touch calls to carers - this reminds carers who
haven't been in touch for a while that we are here for
them. You'll pass on to our Early Response staff any extra
help they ask for. You'll work from a google sheet and log
your work there. You may combine this with befriending
calls to dementia carers and/or other admin tasks.

Experienced telephone support volunteers also make calls
to those registered with our **memory navigation service**.



Skills and qualities

- Friendly, confident and empathic; can establish rapport quickly
- Emotional resilience
- Use judgement wisely
- Follow processes
- Good phone manner
- Some IT skills to navigate a google sheet and log work there
- Reliable and organised



How we will support you?

- CiB induction training and the specific training for your role
- Travel expenses
- You will be supported in your role by one of our team leaders
- Volunteer socials, forums, and team events
- Updated with our charity news

How does this help carers?

- Carers have access to information, advice and signposting services
- Carers know what support services are available to them
- Carers are listened to
- People feel safe, secure, valued and respected



Did you know?

13,000 carers are registered with us

Jan 2025



Interested?

Contact our Volunteer Coordinator
Carol Solaiman
0300 111 1919
volunteering@carersinbeds.org.uk

Follow us on social media



Your time

- We ask that you commit to at least 6 months in this role for a minimum of 4 hours per week
- Your slot can be agreed on a monthly basis to fit in with your schedules and other commitments

Where you will be volunteering?

Emerald Court, Pilgrim Centre,
Brickhill Drive Bedford, MK41 7PZ

After your trial period, you may volunteer from home if you have the right conditions - as below. In addition, you will volunteer once a month from the Bedford office.

- A laptop or desk top (not a tablet or ipad)
- Unlimited minutes on your mobile phone (we are unable to pay phone expenses) or a home phone
- Ability to hide your number when making outgoing calls

Carers tell us...

- More carers always feel mentally exhausted and stressed
- A listening ear and help to find other services are useful

Carers Survey 2023, Carers in Bedfordshire

0300 111 1919

volunteering@carersinbeds.org.uk

Contact us about signing up
as a volunteer