



Carers Matter Norfolk

Volunteer Application Pack



About Carers Matter Norfolk



Carers Matter Norfolk

Thank you for your interest in volunteering with Carers Matter Norfolk.

Carers Matter Norfolk is the countywide service funded by Norfolk County Council and the NHS to provide support to unpaid carers. All services are free and available to people aged 16+ caring for someone aged 18+. Support is available to those caring for someone living in Norfolk, whether the carer lives in the county or elsewhere (caring at a distance).

Carers Matter Norfolk is a partnership of four organisations led by Voluntary Norfolk; the other partners are Carers Council for Norfolk, FamilyCarersNet Ltd and Norfolk & Suffolk Care Support Ltd. The Partnership came together in May 2017 to successfully bid for the Supporting Unpaid Carers in Norfolk' contract, now known as Carers Matter Norfolk. Although you would be volunteering with Carers Matter Norfolk, your placement would be managed by Voluntary Norfolk.

There are many ways carers can get support from Carers Matter Norfolk:

- Through an Advice Line - providing information, advice, listening support, help with forms;
- By using The Pod - an online carers community, available 24 hours a day;
- Accessing community support;
- Counselling;
- Education & Training;
- Joining with other carers to have a voice.

Carers Matter Norfolk offers a free service and friendly service to carers. Carers themselves design and shape the service, putting them firmly at the heart of everything we do.

Benefits of Volunteering

Volunteering at Carers Matter Norfolk can be an enriching and rewarding experience. It can also help to build your skills and experience.

- Gain confidence.
Volunteering can help you gain confidence by giving you the chance to try something new and build a real sense of achievement.
- Make a difference.
Volunteering can have a real and valuable positive affect on people, communities and society in general.
- Meet people.
Volunteering can help you meet different kinds of people and make new friends.
- Be part of a community.
Volunteering can help you feel part of something outside your friends and family.
- Learn new skills.
Volunteering can help you learn new skills, gain experience and sometimes even qualifications.
- Take on a challenge.
Through volunteering you can challenge yourself to try something different, achieve personal goals, practice using your skills and discover hidden talents.
- Have fun!
Most volunteers have a great time, regardless of why they do it.

Volunteer Roles

We want to support as many of Norfolk's 100,000 carers as is possible but it's only with your help that we can continue to make a difference. There are lots of ways in which you can volunteer at Carers Matter Norfolk from helping to run an information stall, facilitating a local carers group to providing one-to-one support to carer as a Carers Support Volunteer.

Anyone with an interest in caring could volunteer with us. We're especially keen to hear from ex-carers who want to use their lived experience, knowledge and skills to support other carers. Even if you can't see something listed on these pages, we'd still love to hear from you. Whether you want to fundraise, campaign, join an involvement group or something else, there are many ways you can help.

Carers Support Volunteers

Carers Support Volunteers work under the direction of a Carer Connector to provide one-to-one support to a carer, helping to achieve outcomes and goals that they identified during the preventative assessment process in their support plan. This could include providing emotional and befriending support to a carer by telephone or in person or helping to connect them to local sources of support, for example, introducing a carer to a local support group or helping them attend a social activity in their local area.

Carers Support Volunteers work in partnership with paid Carer Connectors to facilitate and empower carers to achieve the great degree of choice and control, independence and quality of life as possible.

Carer Ambassadors

Carer Ambassadors are local people who increase awareness of carers and the issues affecting them by giving talks to local groups, engaging with employers, attending conferences and events on behalf of Carers Matter Norfolk.

Social Media Assistant

Social Media Assistants are people who help us to generate social media activity, raising the profile of carers and local support available to them. This could include producing written and video blogs, capturing the lived experience of carers and the people they care for through the use of technology.

Carers Group Facilitators

Carers Group Facilitators are people who help with the organisation and delivery of local peer support groups for carers; this might include arranging speakers, opening and locking up premises, signposting and referring to internal teams within Carers Matter Norfolk.

Peer Advisors and Mentors

Peer Advisors provide telephone and/or online information, advice, signposting and listening support work from home. Peer Mentors use their lived experience of caring to build a climate of trust and a safe and supportive environment. The Mentor will support the carer in setting their own outcomes and work towards achieving them.

Next Steps...

So you've decided to join other volunteers helping carers in Norfolk. Your help and assistance, however small, will be appreciated by so many. Here's the next steps to take to start an enriching and fulfilling volunteer placement with Carers Matter Norfolk.

Application Form

Please complete the application form and monitoring form which can be found from page 11 of this application pack. There are some guidance notes to help you and we are always at the end of a phone if you need any assistance. You can either email us at volunteer@carersmatternorfolk.org or call us via the Advice Line on 0800 083 1148 or on 01603 883812.

Once you have completed the application form and monitoring form please return them either by email to volunteer@carersmatternorfolk.org or by post to Kevin Vaughan, Service Manager, Carers Matter Norfolk, c/o Voluntary Norfolk, St Clements House, 2 – 16 Colegate, Norwich, NR3 1BQ. Please keep hold of the information pages and guidance for your reference.

Informal interview and background checks

Once we have received your completed application paperwork, if your application is appropriate for the role you have applied for, a member of our team will arrange to meet you for an informal interview and to carry out your DBS check. We will also contact your referees to request references for you. If you are unsure about which role you would like to select with us, please let us know and we can discuss it before you put your application in.

Driving checks

We will need to see various documents to verify your driver's licence, insurance and MOT (or V5 if your car is under three years old), don't worry if you don't drive, this won't prevent you from applying for any of the roles. You will also need to let your insurance company know that you will be volunteering with us and what capacity (if any) you will be using your car. We can help by providing a letter you can give to your insurers. In general there is not normally an increase in premiums.

Induction training

Once we've met with you and your references & DBS check have been completed and are considered satisfactory we will arrange your induction training. Your induction training with

Carers Matter Norfolk will include sessions to welcome you and cover essential aspects such as confidentiality, safeguarding adults and health & safety. You may spend some time with one of our Carer Connectors in the community. There may also be other additional training required to help you in your role. After your training you can give the amount of time that fits in with your existing commitments.

Getting started

When you have completed your induction training, you will be officially welcomed to Carers Matter Norfolk and provided with an ID badge to wear whilst on duty as a volunteer with us.

Any questions?

We have a comprehensive “Frequently Asked Questions” on our website:

www.carersmatternorfolk.org.uk/get-involved/volunteering-frequently-asked-questions/ or

you can call us on 01603 883812 for further information.

Application Guidance Notes



Carers Matter Norfolk

Please ensure that:

- Your application is completed fully and is legible.
- Demonstrate your enthusiasm and the reason you want to volunteer with us.
- Highlight your relevant experience and skills in the application, this information enables us to short list your application, so it's important you show your commitment and what has motivated you to volunteer with us. You can draw on your skills and experiences both from paid and unpaid capacity.
- We need two references who can comment on your personal qualities. We would ask that you have known them for at least two years. They can be colleagues, employers, college/university tutors or friends but cannot be a member of your family.
- We record your confidential, personal information provided to us in this application. This information may be entered and stored on a computer. We will keep any personal information you provide safely and confidentially and use it only for the purpose for which it has been supplied, and will only be shared with others from Carers Matter Norfolk who are involved with your volunteering placement. There are some circumstances where we have the right to share personal information without your permission, for example to protect children or adults or to prevent or detect crime.
- We are committed to safeguarding adults and children and all of our volunteers will be asked to complete a Disclosure & Barring Service form.
- We will need to check your car documentation, so please ensure you bring it with you when you meet us.
- It may seem as if we are asking for a lot of information, some of which you might think is not very relevant, please bear in mind we are looking for volunteers to work with some very vulnerable members of our community and we need to ensure everyone involved – volunteers, carers and cared for people are safe and protected.
- Equal Opportunities Monitoring Information will be gathered anonymously as part of your application and will be used for statistical data. We then analyse this to understand whether our equal opportunities policy is effective and to identify any changes that need to be made.

Application for Voluntary Role



SECTION A – Your Personal Details

Carers Matter Norfolk

Voluntary role applied for:					
Surname:		First Names:			
Telephone Number(s):					
Home Address:					
Email address:					
Emergency contact details: (name and contact number)					
Employment Status:	Full or Part Time Employed	Self-employed	Unemployed	Retired	Student
Are you an unpaid carer?			YES	NO	
If no, have you been an unpaid carer?			YES	NO	
Do you consider yourself to have a disability or other support needs, caring responsibilities, transport issues etc which you may require support with to enable you to volunteer with us?			YES	NO	
If yes, please give details, including any additional support we may be able to offer to assist you in your volunteering role:					

SECTION B – Your Availability & Reasons for Applying

Please tick when you could be available to volunteer with Carers Matter Norfolk

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning							
Afternoon							
Evening							

<p>Please outline how much time you would like to commit to volunteering with Carers Matter Norfolk? E.g. weekly, fortnightly, three hours per week, one hour twice a week etc</p>
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Why do you want to volunteer with Carers Matter Norfolk? (Please tick all that apply)			
Change of career	<input type="checkbox"/>	Former carer – would like to help others	<input type="checkbox"/>
Gain new experience/skills	<input type="checkbox"/>	Current carer – would like to help others	<input type="checkbox"/>
Meet new people/make new friends	<input type="checkbox"/>	Get back into paid employment	<input type="checkbox"/>
Make use of spare time	<input type="checkbox"/>	Complement an educational course	<input type="checkbox"/>
Help others	<input type="checkbox"/>	Gain confidence	<input type="checkbox"/>
Practice current skills	<input type="checkbox"/>	Other (Please specify)	<input type="checkbox"/>
How did you hear about us?			
Carers Matter Norfolk Website	<input type="checkbox"/>	Voluntary Norfolk Website	<input type="checkbox"/>
Google	<input type="checkbox"/>	Local Newspaper	<input type="checkbox"/>
Flyer	<input type="checkbox"/>	Word of Mouth	<input type="checkbox"/>
Radio	<input type="checkbox"/>	At an Event	<input type="checkbox"/>
Other (please specify)			

SECTION C – Your Experience & Skills

Have you had any experience as a volunteer? If so, please give details
Most recent or current occupation?
What skills/qualities would you bring to Carers Matter Norfolk?
Any relevant courses or training?
Do you speak any languages other than English? (Please specify)
Do you have any hobbies or interests?

SECTION D – References

Please give details of two people who we can approach for references. They should not be relatives and should have known you for at least two years.

	Reference 1		Reference 2
Name	<input type="text"/>	Name	<input type="text"/>
Occupation	<input type="text"/>	Occupation	<input type="text"/>
Address	<input type="text"/>	Address	<input type="text"/>
	<input type="text"/>		<input type="text"/>
	<input type="text"/>		<input type="text"/>
	Postcode <input type="text"/>		Postcode <input type="text"/>
Telephone no.	<input type="text"/>	Telephone no.	<input type="text"/>
E-mail	<input type="text"/>	E-mail	<input type="text"/>
Relationship to you	<input type="text"/>	Relationship to you	<input type="text"/>
Known since	<input type="text"/>	Known since	<input type="text"/>

SECTION E – Right to Volunteer in the UK

Under the requirements of the Immigration, Asylum & Nationality Act (2006) all applicants shortlisted for voluntary roles at Carers Matter Norfolk will be asked to provide documentary evidence of their right to reside and volunteer in the UK. By signing this application form, applicants give their permission for Carers Matter Norfolk to take copies of any documents produced as evidence and for these to remain on the personnel file of the successful applicants.

Do you have the right to reside and volunteer in the UK and have documentary evidence to support this?	YES	NO
Any further information you wish to provide relating to your right to reside or volunteer in the UK (optional)		
<input type="text"/>		

SECTION F – Rehabilitation of Offenders

Because of the nature of the placement for which you are applying, this placement is exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975. Applicants are, therefore, not entitled to withhold information about convictions which for other purposes are “spent” under the provision of the Act and in the event of placement. Any failure to disclose such convictions could result in the termination of that placement by Carers Matter Norfolk. Any information given will be completely confidential and will be considered only in relation to an application for a placement to which the Order applies. Having a conviction does not automatically stop you volunteering with Carers Matter Norfolk.

Do you have any convictions either spent or unspent under the Rehabilitation of Offenders Act 1974?

YES NO

If yes, please provide details (including details, place, dates of offence(s) and sentence) in a sealed envelope marked CONFIDENTIAL and ‘For the attention of Kevin Vaughan, Carers Matter Service Manager’. (Please return with this form to the address below)

Do you agree to a DBS (Disclosure and Barring Service) check?

YES NO

SECTION G - Declaration

I confirm that the above statements are true and correct, and understand that any misrepresentation will invalidate this form.

Data Protection

We have asked you to provide information about yourself on this form. This information may be entered and stored on a computer. We will keep any personal information you provide safely and confidentially and use it only for the purpose for which it has been supplied, and will only be shared with others from Carers Matter Norfolk who are involved with your volunteering placement. There are some circumstances where we have the right to share personal information without your permission, for example to protect children or adults or to prevent or detect crime.

Signature:

Date:

When you have completed this application form (and the monitoring form on the following page), please return it to: volunteer@carersmatternorfolk.org or by post to Kevin Vaughan, Service Manager, Carers Matter Norfolk, c/o Voluntary Norfolk, St Clements House, 2 – 16 Colegate, Norwich, NR3 1BQ.

Diversity Monitoring form



Carers Matter Norfolk

Carers Matter Norfolk is committed to valuing diversity and promoting equality. We encourage and welcome applications from all people, whatever their background who are interested in applying to be volunteers regardless of age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. We would like to recruit volunteers from all sections of our local community. For this reason we ask all our volunteers to provide information as detailed below, so that we can monitor how representative we are, and if necessary take action to ensure that all groups in our society have equal access to our opportunities.

Please be assured that your information will be treated in confidence, and will be separated from your application form and kept anonymous.

Please complete this form by ticking the appropriate box for each question. There is an option if you would prefer not to answer any of the questions.

1. Gender, including Gender Identity

Male		Female		Non-binary or Intersex	
Trans Female		Trans male		Prefer not to say	
Prefer to use my own term (please specify here)					

2. Age

16 – 17 yrs		25 - 34 yrs		45 - 54 yrs		65 - 74 yrs		Prefer not to say	
18 - 24 yrs		35 - 44 yrs		55 - 64 yrs		Over 75 yrs			

3. Sexual orientation

Heterosexual (straight)		Bisexual		Homosexual / gay man	
Lesbian / gay woman		Asexual		Prefer not to say	
Prefer to use my own term (please specify here)					

4. Do you consider yourself to have a disability or health condition?

The Equality Act 2010 defines disability as ‘...a physical or mental impairment that has a substantial adverse effect on a person’s ability to undertake normal day-to-day activities (of whatever kind)’. This includes “hidden disabilities” such as autism spectrum disorders, diabetes, epilepsy, dyslexia, dyspraxia, fibromyalgia and also mental health problems.

Do you consider yourself to have a disability or long term health condition?

Yes		No		Prefer not to say	
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The information in this form is for monitoring purposes only. If you believe you need support to volunteer, then please discuss this with us as we can help.

5. What is your ethnicity?

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong.

White British		Black or Black British African		Mixed White & Asian		Asian or Asian Bangladeshi	
White Irish		Any other Black Background		Any other Mixed Background		Any other Asian Background	
Any other White Background		Mixed White & Black Caribbean		Asian or Asian British Indian		Chinese	
Black or British Caribbean		Mixed White & Black African		Asian or Asian British Pakistani		Other ethnic group	
Gypsy/Romany		Traveller		Irish Traveller		Prefer not to say	

6. Religion and Belief

Buddhist		Atheist	
Christian		Sikh	
Hindu		Muslim	
Jewish		No religion or belief	
Prefer not to say		Other (please specify here)	