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**Volunteer Pack**

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**About 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 themselves design and shape the service, putting them firmly at the heart of everything we do.

**Carers Matter Norfolk is a partnership of five organisation led by Bridges Outcome Partnerships; the other partners are Carers Voice Norfolk and Waveney, Caring Together, Voluntary Norfolk 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.**

**Current 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.

#### Befrienders

Befrienders provide one-to-one companionship and emotional support to a carer by telephone. A regular friendly phone call can make so much difference in offering companionship and checking on carer’s wellbeing. Video calling is also an option for befriending a carer.

If you are a good listener, understanding and sensitive and would like to make a new friend and help others ease feelings of isolation by having a chat, this could be the role for you.

#### Digital Inclusion Volunteers

Digital Inclusion Volunteers coach and support Carers to have the skills and confidence to make the most of the internet. Whether it’s getting to grips with emailing, shopping online, or joining a Virtual Cuppa via a video call, we want to make sure that everyone has the chance to overcome any barriers that stand between them and the internet.

You don’t need advanced IT skills; it is more important to have good communication skills, patience and an enthusiasm for supporting people.

#### Carers Group Support

Carers Group Support volunteers are people who help with the organisation and delivery of online peer support groups for carers, including the Virtual Carers Cuppa. Activities can include keeping notes of who attended and useful information shared, encouraging discussions in breakout groups, arranging speakers and virtual activities, digital support, signposting and referring to internal teams within Carers Matter Norfolk.

If even only one of these activities appeal to you then please consider this role. You would be working as part of a team with other volunteers.

***If you have any skills or experience that do not fit with these roles, but you would like to offer to help in another way, please get in touch, we’d love to hear from you.***

**Next Steps…**

Thank you for considering volunteering with Carers Matter Norfolk. Your help and assistance, however big or small, will be appreciated by so many. Here’s the next steps to take to start a volunteer placement with Carers Matter Norfolk.

**Volunteer Form**

Please complete the following form and return it either by email to [Fiona.Podolski@carersmatternorfolk.org](mailto:Fiona.Podolski@carersmatternorfolk.org) or by post to Fiona Podolski, Volunteer Coordinator, Carers Matter Norfolk, c/o Voluntary Norfolk, St Clements House, 2 – 16 Colegate, Norwich, NR3 1BQ.

**Informal chat and background checks**

Once we have received your completed volunteering form, the volunteer coordinator will arrange an informal chat. We will also contact your referees to request references for you.

**Induction training**

Once we’ve met with you and your references are considered satisfactory we will arrange your induction training. This will include sessions to welcome you and cover essential aspects such as confidentiality, safeguarding adults and health & safety. 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 suits you to your role.

**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?**

If you require any further information or assistance, please contact Fiona Podolski, Volunteer Coordinator: [Fiona.Podolski@carersmatternorfolk.org](mailto:Fiona.Podolski@carersmatternorfolk.org) or call 07436 201533.



**Carers Matter Norfolk Volunteering Form**

## SECTION A – Your Personal Details

|  |  |
| --- | --- |
| Surname: | First Names: |
| Telephone Number(s): | |
| Home Address: | |
| Email address: | |
| Emergency contact details: (name and contact number) | |
| Is there anything we need to know about your health or other support needs, caring responsibilities, transport issues etc which you may require support with to enable you to volunteer with us?  If so, please give details, including any additional support we may be able to offer to assist you in your volunteering role: | |

**SECTION B – Volunteer Role & Reasons for Applying**

Please let us know which volunteer role you are interested in by ticking one or more of the boxes below.

|  |  |
| --- | --- |
| Befriending Volunteer |  |
| Digital Inclusion Volunteer |  |
| Carers Support Group Volunteer |  |
| If you wish to help in a different way from those mentioned above, please tell us. | |

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
| Morning |  |  |  |  |  |  |  |
| Afternoon |  |  |  |  |  |  |  |
| Evening |  |  |  |  |  |  |  |

|  |
| --- |
| What interests you about volunteering with Carers Matter Norfolk? |

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## SECTION C – Your Experience & Skills

|  |
| --- |
| Have you had any experience as a volunteer? If so, please give details |
| What other experience, skills and qualities would you bring to Carers Matter Norfolk? |
| 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 |  |  |
| Address |  |  |
| Postcode |  |  |
| Tel. No. |  |  |
| Email |  |  |
| Relationship to you |  |  |

#### SECTION E – Right to Volunteer in the UK

There are restrictions on people from outside the UK volunteering and this varies depending on the type of visa they have. It is therefore important that before volunteering people from outside the UK check that they are allowed to do so. The individual volunteer is responsible for checking that their documentation allows them to volunteer. Do you have the right to volunteer in the UK and do you have documentary evidence to support this? (Please delete as appropriate)

|  |  |  |
| --- | --- | --- |
| Right to volunteer in the UK | Yes | No |
| Documentary evidence to support this | Yes | No |

##### 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 Fiona Podolski, Carers Matter Volunteer Coordinator’. (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: |

**Please return your completed form to:** [Fiona.Podolski@carersmatternorfolk.org](mailto:Fiona.Podolski@carersmatternorfolk.org) or by post to Fiona Podolski, Volunteer Coordinator, Carers Matter Norfolk, c/o Voluntary Norfolk, St Clements House, 2 – 16 Colegate, Norwich, NR3 1BQ.