

# Volunteer Carers Community Champion



## Role Description

### What is a Volunteer Community Champion?

Volunteer Carers Community Champions support us in promoting the Carers Advocacy service we provide, by raising awareness of what we offer, assisting with events, and improving engagement with carers in the community. You will have strong links with the local community and understand the needs of those who are caring for others.

**Supported by:** Supervising Advocate

**Role available in:** Dorset

**This post is subject to satisfactory application, interview, references and DBS.**

### Benefits of Volunteering with SWAN

- The opportunity to develop new and existing skills and gain experience volunteering in a charity
- Out of pocket expenses reimbursed – mileage £0.45 per mile, Bike £0.20 per mile, bus fares, parking tickets etc
- The opportunity to build a Personal Development Portfolio with full training and ongoing access to keep knowledge and skills up to date
- Support to progress to paid employment
- The opportunity to meet new people
- The satisfaction of knowing you are making a vital difference to the work of SWAN
- The satisfaction of empowering caring communities to know what is available
- Being part of an organisation, which has strong values and provides help and support to those most marginalised in society
- The opportunity to link organisations

### What will you be doing?

The main thing you will be doing is promoting our Carers Advocacy and Be Heard Services to the communities of Dorset.

### Carers Advocacy Services

Carers Advocacy is for carers of individuals with health or Social Care needs living within the pan-Dorset area who are eligible for Care Act Advocacy Support. The purpose of this service is to provide independent advocacy to enable them to express their needs and wishes, ensure their rights and interests are represented, to ensure they are able to obtain the care and support they need. This service is available for all Carers (aged 16+ to accommodate



young adult carers) who may or may not be known to Adult Social Care but are residents of the pan-Dorset area.

## **Be Heard**

Be Heard is our service wide programme which is aimed at providing self-advocacy training to the communities in which we work. We do this by running self-advocacy workshops, drop-in sessions and group and 1 to 1 training for both vulnerable people in the community, their carers and the professionals who work with them.

### **You will promote the Carers Advocacy and Be Heard services by**

- Attending events in the area to promote SWAN and Carers Advocacy
- Liaising with and visiting community groups
- Researching and identifying areas where clients may not be referred to our services
- Helping us to think of ways to better access the local community and potential clients
- Promoting our Be Heard Self-Advocacy Programme to other organisations

### **What type of person are we looking for?**

- Positive attitude towards vulnerable clients who may have a variety of complex needs and those who are caring for them
- Good local knowledge about services or a willingness to find out what is available for people, particularly carers in Dorset
- Available 2-4 hours per month
- Be confident in communicating both verbal and written information
- Experience of talking to groups is desirable
- Knowledge and understanding of Safeguarding is desirable but full training is given
- Comfortable using Microsoft Office, emails and database
- Computer literate however full training is given in the systems we use and there is ongoing support for all IT

**Please note that while the skills and knowledge listed are good to have, SWAN also appreciates that life experience can make you the ideal volunteer. We are keen to hear from people who are carers and who understand the adversities that the clients using this service may face. However, the most important attribute is a drive to help others know what is available to them and how our service may be of benefit.**

### **What we need you to do?**

- Attend training and induction period of 6 months to ensure the role is suited and meeting requirements

- After gaining an appropriate level of experience, to participate in relevant on-going training to keep up to date with services, procedures, guidelines, and legislation that affect the organisation and the clients who need the services
- To take individual responsibility to alert the organisation to health and safety matters, and general organisational needs and issues.
- To attend regular team meetings/ briefings so you are up to date on what we are delivering
- To attend 6-8 weekly supervision as outlined in the Volunteer Policy

### **Equality and Diversity Statement**

**Equality, diversity and inclusion are core to our values. In the selection of our staff and volunteers, we are committed to equality with regards to protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. We welcome applications from people with disabilities, who are culturally diverse and who have used advocacy services.** The Volunteer must ensure a positive commitment towards equality by treating others fairly and not committing any form of direct or indirect discrimination, victimisation, or harassment of any description and to promote positive working relations amongst employees, volunteers, suppliers and customers.