

Volunteer information pack

A decorative graphic consisting of ten stylized, teardrop-shaped leaves arranged in a circular pattern around the center. The leaves are in various colors: pink, orange, yellow, light blue, purple, teal, green, and lime green. Each leaf has a white outline and a slight drop shadow.

Dundee Carers Centre



Volunteer Friendly Award

Updated December 2010

Volunteering information pack

Contents of pack



Introduction

Page 3

Volunteer roles

Pgs 4-5

Information about our current opportunities for getting involved as a volunteer

What are we looking for?

Page 6

Person specifications for the various volunteer roles with the Centre

How do I become a volunteer?

Page 7

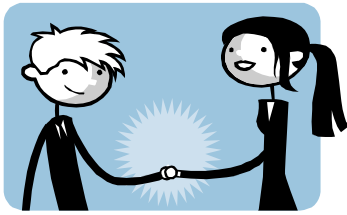
A flowchart showing the process involved in becoming a volunteer

What do my referees get asked?

Page 8

A copy of the information your referees will be asked should you choose to go ahead with making an application

Volunteering information pack



Introduction

We hope that you find the following information helpful in deciding whether to volunteer with the Dundee Carers Centre. If you have any further questions, please don't hesitate to get in touch with the Volunteer Co-ordinator.

The Centre provides an extensive variety of support and information services for unpaid carers of all ages in the Dundee area. Volunteers have always played an important part in delivering these vital services, and are seen as central to the organisation's work rather than as some kind of bolt-on or afterthought.

We want our volunteers to feel welcomed and accepted into the organisation and we do our best to make sure that you have a supportive and enjoyable experience. It's important that you get something out of your volunteering rather than just giving to the Centre, whether that may be employability skills, training or the chance to meet up with new people and gain new skills.

Please note that, if you are aged between 16 and 24, your volunteering commitment with the Centre can be accredited through the nationally recognised **Millennium Volunteers** scheme.

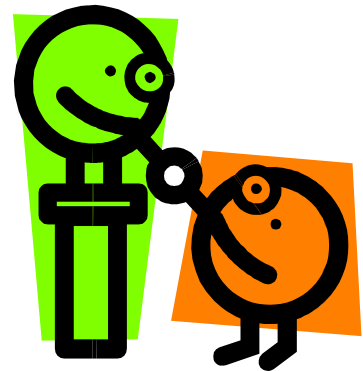
Volunteering information pack

Volunteer Roles

These are the opportunities as of December 2010. Please check with the Volunteer Co-ordinator to see about current vacancies as regards a particular role. Even if you apply for a specific role, often our volunteers find that this can change over time as they move onto new things and get involved in different ways.

Befrienders: young and adult carers

Carers and the people they care for are often isolated and can find it difficult to cope with the many demands on their time and resources. Befrienders have a valuable role in getting alongside people who can feel overwhelmed by the many responsibilities they face. Support can be offered through a variety of means appropriate to the carers' own needs and issues.



In addition to supporting adults, we also have a small team of befrienders to work with 5-7 year old young carers.

Contact with the befriender may be weekly, monthly or as appropriate to their particular needs. The 'Want to be a Befriender?' leaflet gives more details about this valuable role.

Bilingual volunteers

The Centre runs a BME Service for carers and disabled people from black and minority ethnic communities in Dundee. We

Volunteering information pack

have a small team of volunteers with multi-lingual skills, in particular Urdu and Cantonese.

Duties may include awareness raising about the project, helping at group events/activities and providing information or support.

Group support (adults and young carers)

The Centre runs various groups across the age range which provide an opportunity for carers to meet together and benefit from peer support and experience different activities. There are some limited opportunities for volunteers to get involved in helping out with these groups.

The groups provide a chance for young and adult carers to experience a supportive and understanding environment, and reduce the sense of isolation that many of them often feel. Programmes are varied and include outside trips, visits from external agencies, discussions, etc.

Volunteer drivers

The Centre has a small pool of volunteer drivers who may be able to use either their own car or one of the Council minibuses to help with transporting carers to and from activities. This could be helping with summer trips for young carers, driving a walking group or regular transport for a particular purpose.



Volunteers will be provided with full training and should be able to provide the Centre with all the relevant documentation.

Volunteering information pack

What are we looking for?

Role	Skills needed	Min age	Max age	Min time input
Befriender	Would suit someone with good communication & social skills and the ability to empathise	16	N/a	2-3 hours per month
Bilingual volunteer	Applicants should have multi-lingual skills in the relevant languages and should be friendly and approachable	18	N/a	2-3 hours per month
Carers group support	Volunteers would benefit from prior experience of working with and facilitating groups, an outgoing character and a strong sense of humour!	18	N/a	2-3 hours per month
Volunteer driver	Volunteers should have plenty of driving experience and be a calm and safe driver	18	N/a	As and when needed

Volunteering information pack

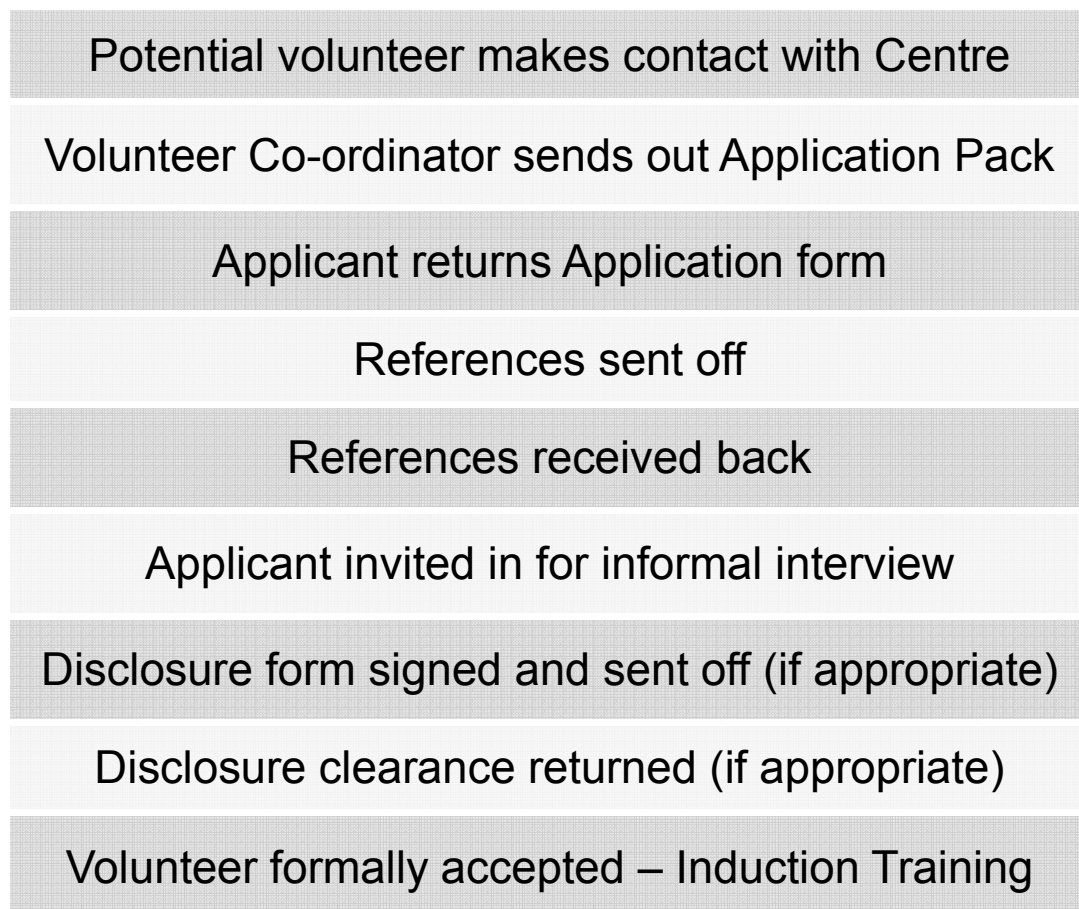
How do I become a volunteer?



The chart below gives you an idea of the process involved in applying to be a volunteer with the Dundee Carers Centre. **Don't panic!** Although it looks fairly complicated and long-winded, it really is very straightforward – honest!!

Please be aware that you may be required to complete the relevant Disclosure check depending on the role you are applying for in line with current legislation.

Feel free to ring the Volunteer Co-ordinator on 01382 200422 if you want to have a chat about any of this.



Volunteering information pack



What do my referees get asked?

These are the questions your referees are asked on the reference form that will be sent out on receiving your form:

- *How long have you known the above named person and in what capacity?*
- *What qualities does this person have which would make them suitable as a volunteer, bearing in mind the particular role description enclosed?*
- *How would you describe their personality?*
- *From your knowledge of the person, are there any reasons why he/she should **not** be involved in any of the volunteer tasks described?*
- *Is there anything else you feel we should know about this person?*
- *If the enclosed role involves working with children and/or young people, please tell us if you have any reason at all to be concerned about the suitability of the applicant (please feel free to phone if you would prefer).*

Thanks for taking the time to look through the pack. Do feel free to contact the Volunteer Co-ordinator should you have any further questions about volunteering with the Centre.