

## Volunteering Link

Volunteering Link, an Inclusive and Welcoming place for our volunteers, whilst Empowering them to be Ambitious through Adaptable and Collaborative approaches to volunteering. A vision where our borough is a place where every volunteer is valued, supported, and can thrive.

## Carer / Community Champion

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| <b>Volunteering role with</b>            | Waltham Forest Community Hub                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Service</b>                           | Carers First                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Brief</b>                             | <p>To enable carers to thrive in their role and achieve the balance in their lives, they wish to achieve.</p> <p>To provide support, for carers, with carers – so they can live their lives to the fullest.</p> <p>Carer Champions are informal community advocates who help raise awareness of unpaid carers and the support available to them. They use their existing networks (community groups, workplaces, social settings) to share information, promote services, and encourage carers to seek support.</p>                                                           |
| <b>Role description/responsibilities</b> | <ul style="list-style-type: none"> <li>• Raise awareness of carers and caring issues within their community, workplace, or networks</li> <li>• Display information materials (e.g. posters, leaflets) in appropriate locations</li> <li>• Distribute information about local carers services and support available</li> <li>• Signpost carers to relevant services (e.g. carers hubs, helplines, website)</li> <li>• Start conversations about caring and help identify hidden carers</li> <li>• Promote campaigns and events (e.g. Carers Week, local activities)</li> </ul> |

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|                                                          | <ul style="list-style-type: none"> <li>• Feedback insights about emerging needs or gaps in support</li> <li>• Optional involvement in fundraising activities, such as attending local events or helping with promotional tasks.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b><i>Boundaries</i></b>                                 | <ul style="list-style-type: none"> <li>• You will not be expected to provide professional advice (e.g., legal, financial, medical, or counselling).</li> <li>• You will not replace or act as a substitute for Carers First staff in delivering core services.</li> <li>• You will not be expected to organise or manage fundraising events, <i>However, if you choose to get involved, you will be supported by our Communications and Fundraising team.</i></li> </ul>                                                                                                                                                                    |
| <b><i>Skills/qualities</i></b>                           | <ul style="list-style-type: none"> <li>• An interest in supporting carers and the community</li> <li>• Approachable and confident sharing information</li> <li>• Good communication skills</li> <li>• Reliable and respectful of confidentiality</li> <li>• Understanding of boundaries and when to signpost</li> <li>• Are willing to follow Carers First policies, including safeguarding and confidentiality.</li> </ul> <p>Volunteers are expected to ensure that their activities comply with the charity's policies and procedures and key legislation, including the General Data Protection Regulation (GDPR) and safeguarding.</p> |
| <b><i>Qualifications required</i></b>                    | <ul style="list-style-type: none"> <li>• Ability to demonstrate understanding of and an <b>ambitious</b> commitment to the goals and values of the charity.</li> <li>• Demonstrate a <b>positive</b> level of credibility, integrity, and emotional resilience.</li> <li>• Self-motivated and <b>collaborative</b> approach.</li> </ul>                                                                                                                                                                                                                                                                                                     |
| <b><i>Training to be provided</i></b>                    | <ul style="list-style-type: none"> <li>• Induction process</li> <li>• Opportunities for personal development and further training.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b><i>Benefits gained from volunteer opportunity</i></b> | <ul style="list-style-type: none"> <li>• Develop useful skills like communication and teamwork.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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|                              | <ul style="list-style-type: none"> <li>• Gain confidence and experience by connecting with carers in your local community.</li> <li>• Make a positive difference and contribute to your community.</li> <li>• Enjoy flexible, informal volunteering that fits around your schedule.</li> <li>• Learn new skills that can help in everyday life and strengthen your CV for future opportunities.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Any other information</b> | <p><b>Induction</b></p> <ul style="list-style-type: none"> <li>• Understanding Carers: who unpaid carers are and challenges they face</li> <li>• Local Support &amp; Signposting: overview of services and key contacts</li> <li>• Role Boundaries: what the role includes and when to escalate concerns</li> <li>• Safeguarding Awareness: recognising and reporting concerns</li> <li>• Data Protection &amp; Confidentiality: handling information appropriately</li> <li>•</li> </ul> <p><b>Support to be provided</b></p> <ul style="list-style-type: none"> <li>• Information packs (leaflets, posters, digital resources)</li> <li>• Access to a named staff contact for support</li> <li>• Regular updates via email / newsletters</li> <li>• Opportunities for peer support or group meetings (where available)</li> <li>• Clear escalation routes for concerns or incidents.</li> <li>• Volunteer policy handbook provided</li> <li>• Expenses reimbursed in line with policy.</li> </ul> <p><b>Other:</b></p> <p><b>Recording and reporting on carer engagement and reach.</b><br/>To be discussed and agreed with champion and CIC/lead.</p> <p>Recording Activities (may include)</p> <ul style="list-style-type: none"> <li>• Number of conversations about carers</li> <li>• Number of leaflets/materials distributed</li> <li>• Locations where information was displayed</li> <li>• Events or meetings attended</li> <li>• Approximate number of people reached</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>• Feedback or common themes identified</li> </ul> <p>How Activities Will Be Recorded (may include)</p> <ul style="list-style-type: none"> <li>• Simple online form (e.g. Microsoft Forms)</li> <li>• Email updates to coordinator</li> <li>• Brief activity log template (paper or digital)</li> <li>• No personal or identifying information should be recorded</li> </ul> |
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| <b><i>Hours/days</i></b>                         | <b><i>Various – to suit individual</i></b>                                                                                                                |
| <b><i>Length of duration/time commitment</i></b> | Flexible and informal. Activity can fit around existing roles and commitments. Suggested minimum: occasional engagement (e.g. monthly awareness activity) |
| <b><i>Location</i></b>                           | <b><i>Various – to suit individual</i></b>                                                                                                                |
| <b><i>Expenses</i></b>                           |                                                                                                                                                           |