**Volunteering priorities**

**Expanding the capacity of CarersLine**

CarersLine is our telephone support line and is often the first point of contact for carers to the organisation. CarersLine provides; a listening ear, advice and information, and a practical signposting service. Referrals to CarersLine are increasing all the time and we are finding it increasingly difficult to keep pace with demand. The post holder will work closely with the Carer Support Service manager to develop appropriate volunteer roles, recruitment, training and support.

**Recruiting carer representatives**

One of Carers Support Centre’s roles is to help give local carers a voice. We support carer representatives, giving them training and ongoing support. Carer representatives attend different local forums and working groups within health and social care decision-makers, helping to improve the quality of life of carers and services. The post holder will work closely with the Policy and Involvement Manager to recruit, train and support carer representatives. The challenge is to recruit new reps, who are passionate about improving the lives of carers, who can find the time and energy alongside their demanding caring role.

**Activity and social groups**

In the last year we have developed three groups which are activity/social-based: a craft group, a supper club and the ‘pie and a pint group’ for male carers. We have helped to get these groups established and then have handed over the running of the groups to carer volunteers, who are then supported in their role. We aim to set up more groups following this model. The post holder will work with Carer Support Officers to generate ideas for new groups, identify carers who could become volunteers, and provide them with ongoing support.

**Community fundraising volunteers**

This is a new area of work for the organisation. To date, our community fundraising activities have been limited to unsolicited offers of help e.g. individuals carrying out challenges, marathons. The post holder will work closely with the Fundraising Development Worker to develop volunteer roles, recruit and support volunteers. We particularly want to involve community fundraising volunteers in Carers Week (hosted by a range of national organisations in June) and Britain's Best Breakfast events (hosted by Carers Trust, our national networking organisation, in October).

**Background to Training**We currently run 3 regular training courses, which are delivered by our freelance trainer. Each course runs for 5 sessions (2 hours a week) and is in a small group of up to 12 carers. These are: Caring with confidence, Caring and Understanding Dementia, and Caring for Those in the Later Stages of Life. These courses are accessed through NHS Wellbeing Services and are free to carers. In addition we offer ad hoc workshops, delivered by partners eg First aid. We manage the promotion and booking of these. Admin support is provided for training, including responding to enquiries from carers and maintaining booking spreadsheets.