



KINGSTON CARERS' NETWORK
Improving the lives of carers in Kingston



First Contact Volunteer - Role Details

We are looking for reliable, friendly volunteers to act as the first point of contact for unpaid carers accessing our service.

Background:

Kingston Carers' Network is a charity that supports carers in the Royal Borough of Kingston upon Thames. A carer is someone who is providing support, unpaid, to a friend or family member who has a physical illness, disability, mental health problem or substance misuse issue.

At Kingston Carers' Network, we advise carers on a number of issues including benefit entitlement and support, carers rights, services available to carers, wellbeing, and much more.

How you can help:

As a First Contact Volunteer, you will be the first point of contact for unpaid carers accessing our service. Your help will enable our frontline staff to provide more support to carers.

Key tasks:

- Responding to initial enquiries via the phone, in person and email
- Assisting carers and professionals with information requests
- Taking referrals to our service
- Signposting to other services
- Copying or scanning documents for carers
- Taking in deliveries
- Providing excellent customer care
- Recording and updating carer records on our database

Time commitment:

- At least one weekday morning per week
- 9:00am – 1:00pm

Location:

- Kingston Carers' Network, 418 Ewell Road, Tolworth, KT6 7HF

Expenditure:

- Travel expenses and out-of-pocket expenses will be reimbursed (up to £3.50 for lunch)

Benefits:

- Use your skills to give back to your local community
- Gain administrative/office experience
- Full induction and training will be provided

The qualities and attributes we are looking for:

No formal qualifications are needed, but we will look for some key skills and personal qualities.

A great First Contact Volunteer will be:

- Comfortable volunteering in a busy office environment
- A good communicator, happy talking to people in person and on the telephone
- Computer literate
- Reliable
- A good listener

What happens next?

- **If you are interested in applying for the role, or would like to find out more, contact Lyndsey at volunteering@kingstoncarers.org.uk or 07458 305 350**
- Lyndsey will then send you an application form to complete
- Once this is returned, Lyndsey will invite you to have an informal chat, either over Zoom or in person
- If you decide to go ahead, Lyndsey will send off for your references and DBS (criminal records) check
- Once your background checks are complete you will be invited to the office for your induction and training
- You will then have a 4-week trial to see whether the role is right for you