

VOLUNTEER ROLE DESCRIPTION

Telephone Call Volunteer for carers of service users Micro volunteering role

Shared by West London NHS Trust

Multiple weekdays shift options with up to 6 volunteers per shift

West London Acute Mental Health Service offers a Carers group intervention which is a 6-week group for the carers of service users admitted to the Acute Mental Health inpatient service.

This is a group which aims to provide carers with a platform to share their experience and unique insights that being a carer brings to facilitate the opportunity for carers to engage in peer support. Additionally, carers will benefit from support that they are entitled to and signposting to relevant community services who can provide support and advice, providing carers with the opportunity to offer feedback regarding their experience of having a loved-one cared for with the Trust, and education for carers on how to support their loved-ones, on topics such as Mental Health Act or medication.

Volunteers help by telephoning carers to advise them of the upcoming carers group with details of the group and the distribution of posters, leaflets etc.

Volunteers will support with:

- Calling carers to promote the group sessions following a script.
- Logging which carers are due to attend.
- Updating other relevant information about carer details.

This role is desk based, and a confident telephone manner is required for this role

Find out more on the West London NHS Trust website - [Telephone Caller Volunteer - make a difference in a day](#)