

## Computer Help at Home Volunteer

### What is a Carer?

A Carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. Carers often experience stress, loneliness and isolation, they can find it difficult to go out because they cannot leave the person they look after on their own.

### What we do

We support unpaid Carers in East Sussex to continue in their caring role by providing free, high quality, volunteer-led services that encourage independence and reduce isolation.

### Our services include

**Regular Respite Breaks:** Giving Carers the opportunity to have some time to them self, building a long-term befriending relationship with the cared for person.

**Respite for Healthcare:** Enabling Carers to attend their own healthcare appointments by sitting with the cared for person while they go.

**Telephone Support:** Providing Carers with a listening ear and the opportunity to discuss their caring role in confidence.

**Computer Help at Home:** Teaching Carers to use their computer in ways that will help them to have more time to themselves and reduce their isolation.

**Young Carers Befriending:** Giving Young Carers the opportunity to take a break from their caring role.

### What does a Computer Help at Home volunteer do?

Are you a computer whizz? Do you enjoy helping others learn to use their computer or fix it when things go wrong? Being able to use a computer with confidence can help Carers feel less isolated.

Our Computer Help at Home volunteers visit Carers in their home and help them learn to use their computer for things such as shopping and banking online, using the internet and Skype, sending emails, etc. Some Carers need help with choosing which computer to buy, how to set it up and get connected to the internet etc. our volunteers support them to do this.

### Skills/Qualifications needed

The Volunteer Coordinator is responsible for our volunteer' s wellbeing. Our volunteers need to be:

- Patient and understanding
- Good at communicating and listening
- Good at explaining things
- Able to treat people with respect
- Understanding of what it means to look after someone
- Able to attend induction and training sessions

## Where does the volunteering role usually take place?

Volunteer's visit the Carer in their home, usually for two hours each time for up to six weeks.

## What is the induction process for volunteers?

We ask our volunteers to complete an application form, provide two references and meet us for an informal chat. We also carry out a DBS (Disclosure & Barring Service) check as our volunteers work with people who are considered vulnerable. Following this, volunteers attend a one day induction, which helps them to:

- Understand more about the Association and the support it provides to Carers
- Understand what it means to be a Carer and the impact caring has on people's lives
- Feel confident in a variety of situations
- Gain an awareness of health and safety
- Learn how to be safe when lone working

## What training are volunteers provided with?

We ask all our volunteers to attend Safeguarding Vulnerable Adults and First Aid training. In addition to this they can also attend other relevant training throughout the year, for example;

- Dementia/Stroke and Parkinson's Awareness
- Basic listening and counselling and bereavement skills

## What support do we offer our volunteers?

- We encourage our volunteers to call us or pop in to one of our offices if they need a chat, advice, or have any concerns
- We accompany volunteers the first time they go to visit a Carer
- If volunteers are unable to drive we find them a volunteer driver or arrange a taxi
- We reimburse expenses incurred while volunteering, for example, travel expenses are reimbursed at a rate of 45 pence per mile