

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 person with support needs.

Respite for Healthcare: Enabling Carers to attend their own healthcare appointments by sitting with the person with support needs 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.

What does a Computer Help at Home volunteer do?

Are you a confident computer user? Could you use your knowledge to help a Carer learn how to use their own computer? 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 support them to learn to use their computer for things such as online shopping, using the internet and sending emails etc. Occasionally a Carer may need support when choosing which computer to buy, how to set it up and get connected to the internet etc. Some of our volunteers are happy to do this.

Skills/Qualifications needed

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

- Patient and understanding
- Good at communicating and listening
- Ability to explain things simply
- Able to treat people with respect
- Understanding of what it means to be an unpaid Carer, and the need for them to possibly tend to their loved one during a session
- 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 up to two hours each time for a period of 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 awareness
- Basic listening and bereavement skills

What support do we offer our volunteers?

- We encourage our volunteers to call us or arrange a time to pop in to our office 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 aim to find them a volunteer driver or arrange a taxi

- We reimburse travel expenses incurred while volunteering
- We hold regular group supervision meetings throughout the year