

# Carers Cuppa Volunteer

Carers Network are set to launch a new project called Carers Cuppa in partnership Charing Cross Hospital and Royal Brompton Hospital. We have proposed to each hospital to have designated “Carers Cuppa” table/s within the hospital cafés, offering a place to support unpaid carers of the sick and disabled. These tables will clearly indicate they are ‘Carers Cuppa’ tables.

Those sitting at these tables will know that they are in a designated support area for unpaid carers where they can sit, talk, take a break/refreshment while meeting others in a similar position, whilst also having access to volunteers from Carers Network who will ‘man’ the tables at certain times during the week.

The benefits of this project are that it is no cost to the participating hospitals, the signed table can provide a hub for unpaid carers who can network with others in a similar position; as well as potentially reduce the emotional strain on overworked ward staff from stressed carers who are worried about their loved ones.

## The role

- Volunteers will informally drop by to offer their advice and support unpaid carers visiting throughout the week. These dates and time can be agreed with the hospital(s)
- Reaching out to ‘hidden carers’ who are unknown to Carers Network; and facilitating referrals to our organisation
- Networking with NHS staff to further promote Carers Cuppa within the hospital, and potentially other hospitals across the borough

- Logging the number of conversations with hospital users; aiming to engage with at least two unpaid carers whilst volunteering
- Discussing our projects with unpaid carers visiting loved ones in the hospital, and promoting our services when appropriate
- Being empathetic and offering emotional support
- Working closely with the Volunteer Development Officer to organise times to visit the hospitals, and feed back on hospital visits

### Person specification

- An ability to be empathetic and listen to others who may be undergoing an emotionally draining experience looking after a sick friend or relative
- To be approachable and person focused
- Patience and a willingness to engage with unpaid carers to help their emotional burden
- Honest and genuine whilst looking to refer unpaid carers to our services
- Trustworthy and the ability to work autonomously through attending the hospital and manning the table at agreed times
- Working closely with the Volunteer Development Officer by reporting on number of referrals and logged conversations
- A willingness to travel from our office in Westminster when required, and the Royal Borough of Kensington and Chelsea

To apply for this role please contact our Volunteer Development Officer, Adam Wilson:

**Email:** [adam.wilson@carers-network.org.uk](mailto:adam.wilson@carers-network.org.uk)