



VOLUNTEER OPPORTUNITY

Careline Co-ordinator Volunteer – Telephone Support

Do you want to support kidney patients and their families? Do you want to be part of a large team of volunteers, within a national charity? Do you want to make a difference in the lives of Welsh kidney patients and their families?

“I draw on my personal experience of kidney disease to support others during their kidney journey; providing information, advice and emotional support to anyone affected by kidney disease” – *Paul Popham Fund Volunteer*

Organisation	Paul Popham Fund, Renal Support Wales
<p>Organisation Overview</p>	<p>The Paul Popham Fund, Renal Support Wales aims to help renal patients in Wales lead a better quality of life. The charity provides various support services to improve the financial, physical and emotional wellbeing of all kidney patients and family members, and seeks to improve knowledge and awareness of kidney disease through education projects.</p> <p>Kidney Disease is a chronic illness resulting in the loss of kidney function. There is no cure for kidney disease, however treatments such as dialysis and kidney transplant can help ease symptoms and in some cases, ease progression of the disease. Kidney Disease is more common in older people, however, can affect people of all ages.</p> <p>Paul Popham was a kidney patient for over half his life. Throughout his kidney journey, Paul was on dialysis, as well as received two kidney transplants. Despite his ill health, he led a positive and active life, encouraging others to believe in themselves and enjoy their lives. It is with this ethos that the Paul Popham Fund was founded, with Paul’s inspirational attitude continuing to underpin the charity’s work.</p> <p>The Paul Popham Fund provides various services to support kidney patients and families:</p> <ul style="list-style-type: none"> • Peer Support Service – emotional support, information and advice, provided by trained Peer Mentors. • Counselling Service – free, confidential counselling. • Careline - a telephone support service for patients and families. • Kidney Café support groups – support groups for patients and family members, with monthly meetings/sessions (virtual and face-to-face). • Online Kidney Café Community Groups – online platforms/groups for each associated Kidney Café. • Patient grants – welfare assistance for patients and families in financial hardship. • Hospital grants – funding for equipment and projects that benefit patients and NHS services. • Walk for Health group – a walking group to assist patients and families to improve/maintain their physical health.



	<ul style="list-style-type: none"> • Transplant Games – Support patients and donors to enter and compete in the Transplant Games. • Educational initiatives – educational Kidney Cafes, Q&A sessions, informational leaflets and newsletters. • Wellbeing projects - family Christmas day out, activity weekends for children and youths <p>The Paul Popham Fund also regularly collaborate with the Kidney Community in Wales on projects such as collaborative newsletters and patient conferences. The charity is also committed to supporting the Children’s Kidney Centre by raising £132k to commence refurbishment of the outpatient department. This project will provide a warm, welcoming environment for children and families, as they attend for their regular outpatient renal appointments, and will provide a more comfortable environment during what can be a highly anxious time.</p> <p>The charity raises funds through various activities such as organised sporting events, sponsorship, donations and grants & trusts.</p>
Role Title	Careline Co-ordinator Volunteer – Telephone Support
Location of Position	Home-based, throughout Wales OR Access to the Charities Private Consultation Room during their shift
Responsible to	Anna Powell Volunteer Co-ordinator
Purpose/Summary of Role	<ul style="list-style-type: none"> • To support the Patient Services Co-ordinator to co-ordinate volunteers, answer general careline enquiries and collate and co-ordinate patient lists To provide ‘drop-in’ telephone support to kidney patients and family members. • To provide information, advice, guidance and signposting information as requested by Careline callers. • To follow-up with patients who have been referred to the service to gain further information. • To gain feedback from patients who have received support. • To answer any emails, through the support@ email. • To provide support on the on-line support groups.
Description of Tasks	<p><u>Co-ordinate and collate Patient Lists</u></p> <ul style="list-style-type: none"> • Support Services Coordinator will provide the Careline Co-ordinator Volunteer with a list of: • Patient’s names and telephone numbers who have been referred for Peer Support, but they cannot get hold of the person • ‘Careline Volunteers will attempt to ring these to complete the referral form with them • Patient’s names and telephone numbers who have received support • Careline volunteers will complete evaluation and feedback forms with them • Co-ordinate the patient list provided by the Patient Services Co-ordinator

	<p>between the Careline Volunteers</p> <ul style="list-style-type: none"> • Collating feedback of the patient lists from the volunteers and feedback to the patient services co-ordinator <p><u>Supporting Careline Volunteers</u></p> <ul style="list-style-type: none"> • Coordinate the Careline Rota each month • Change the rota as and when a volunteer needs to change their shift <p><u>Supporting Careline Enquiries</u></p> <ul style="list-style-type: none"> • Partaking in regular shifts on the charity's Careline rota. • Receiving inbound calls from people with kidney disease and their families. • Follow-up calls with patients who have been referred to the service, following a referral form. • Gain feedback from patients who have received support via an evaluation form. • Have access to the support@ email during your shift to follow-up any enquires. • Inform careline enquiries of peer mentors life experiences on the careline who maybe able to support their needs • Providing a warm and supportive relationship. • Listening to patient/caller concerns, understanding patient/caller needs, providing support and/or information. • Where necessary, sharing your personal experience of kidney disease to support, inspire and comfort patients/callers. • Signposting to other services where necessary • Ensure that sensitive information, patient/caller information and call content remain confidential, in accordance with the charity's Confidentiality Policy. <p><u>Other</u></p> <ul style="list-style-type: none"> • To provide support on the on-line support groups during your shift. • Communicate regularly with the Patient Services Coordinator, attend regular support sessions and report anything of concern. • Reporting statistics, outcomes and actions to Support Services Coordinator. • Participate in regular, ongoing training to ensure that skills and knowledge are up to date. • Attend Paul Popham Fund networking and/or support events (minimum of one event each year) • Be familiar with and adhere to the charity's policies and procedures - designed to keep volunteers, patients' and families safe and happy. All training and guidance around safeguarding, confidentiality and role boundaries will be provided. We'll ask you to sign to confirm you understand them. • Represent the charity to the wider public.
Expectations	<ul style="list-style-type: none"> • Flexibility

	<ul style="list-style-type: none"> • Age requirement 18+ • Training and induction required before starting your role. • IT skills required. • Desirable email and internet access for reporting
Time Commitment	<ul style="list-style-type: none"> • 8 hours per week • Ideally for a minimum of 6 months • Attend 6 ongoing training and support meetings per year.
Skills and Qualifications	<p>ESSENTIAL</p> <ul style="list-style-type: none"> • A person with kidney disease or a family member of someone with kidney disease • Reliable, consistent and dependable • Good conversational and listening skills with a clear speaking voice - some of the people we support have a low-level hearing loss • Patience, empathy and a non-judgemental attitude • An ability to work independently but also stay within the role's boundaries – recognising what should and shouldn't be done and when to seek advice or report concerns. • Enjoys meeting a diverse range of people and helping others <p>DESIRABLE</p> <ul style="list-style-type: none"> • Welsh speaker • Use of own mobile or landline telephone
Training and Support	<ul style="list-style-type: none"> • Training on use of the telephone • Full training is provided on telephone support, procedures, safeguarding and the aims of the charity. • Ongoing support is provided by the charity throughout.
Reimbursement of Expenses	<p>Out of pocket expenses will be reimbursed:</p> <ul style="list-style-type: none"> • Mileage costs at 45p per mile up to a maximum of 10 miles per trip • Public transport up to a maximum of £5 per day • Subsistence if provide over 4 hours of your time in one session and to the value of £3 • Telephone bills incurred during the careline shift
Benefits to Volunteer	<ul style="list-style-type: none"> • An opportunity to volunteer in a charity that improves the lives of people with kidney disease and their families. • Be part of a growing network of volunteers making a real difference. • A chance to meet and work with new people. • The opportunity to develop new skills and interests. • Full support and a range of relevant ongoing training. • The opportunity to access other volunteering opportunities. • A reference for future volunteering or employment, after 6 months • Reimbursement of agreed expenses so we can make sure you're not out of pocket.
Application Procedure	<ul style="list-style-type: none"> • Complete a volunteer application form, together with a Supporting Statement/Reference. • Informal interview with Volunteer Coordinator



	<ul style="list-style-type: none"> • Attend training and induction.
Contact Information	<p>Anna Powell 0333 2001 285 anna@paulpophamfund.co.uk 11 Tawe Business Village, Enterprise Park, Llansamlet, Swansea, SA7 9LA</p>