

THE ROLE OF THE VOLUNTEER

1. Volunteers enable carers to pursue private and social activities that a caring role can deny, thus reducing stress, helping to maintain good relationships and prolonging the carers role.
2. Volunteers support both the carer and the cared for in the domestic surroundings of the dependant's home.
3. Volunteers provide rewarding social contact for lonely people by visiting them in their own homes or by accompanying them on trips out.
4. Volunteers provide companionship to the person being cared for. They do not replace the duties of the statutory sector.
5. It is not the role of volunteers to make good any shortfall in services that are the responsibility of paid workers.
6. Volunteers must NOT carry out any lifting, personal or nursing care (e.g. administering drugs). If they do it is not the responsibility of Ryedale Carers Support (RCS), and RCS will not be responsible for the consequences.
7. Volunteers are a vital part of RCS and the organisation will support them in the work they do with carers. If the situation deteriorates the Chief Officer must be informed.
8. Volunteers can be a liaison between carers and RCS who can work together in helping the carer wherever possible.
9. Volunteers are not expected to cope with situations that are beyond their experience or capabilities.
10. Volunteers and Carers are encouraged to talk to the Chief Officer of RCS if an arrangement is not working.
11. Volunteers are expected to understand the need for confidentiality regarding the carer and the cared for's personal circumstances and to ensure that any private information which may be shared is held in confidence.
12. Volunteers will carry out the sitting that has been arranged on the date and time mutually agreed with the client and RCS. If circumstances make this impossible the client and the staff at RCS must be informed as soon as possible.
13. Volunteers should keep a record of visits they have made so that this information can be recorded on the monthly return form.
14. Volunteers must not invite or take any other person or animal to the carer or older person's home without their consent.