Are you a good listener? Are you keen to use your time and skills to help others? Do you care passionately about supporting those who care for others?

Who is a Listening Support Volunteer?
The role of a Listening Support Volunteer is to support carers, by providing confidential and impartial listening support over the phone. You will be a friendly and understanding voice, helping carers who may be feeling lonely, isolated, and in need of a listening ear.

What will I get out of it?
- The opportunity to give something back and see first-hand the impact of your support.
- You’ll develop your communication and listening skills with a comprehensive training programme to support you in your role.

What is involved?
- Using your people skills, you will be calling carers who would like to receive a call from our Listening Support Service, to provide them with a listening ear and emotional support.
- You will signpost carers to Carers UK’s information and support, and further support services (where appropriate).
- You’ll draw on your training to securely log the outcome of your calls and handle personal data sensitively.

How we will support you?
- You’ll receive virtual online training and guidance materials so that you feel confident supporting carers.
- You’ll receive regular check-in calls from Carers UK, and we will be available via email for any questions you have.
- We will cover agreed expenses.

How do I apply?
To apply or for any questions, please email: listeningsupport@carerswales.org.
We will then be in touch to arrange an informal interview to discuss your suitability for the role.
All volunteers must be over 18 years old, and the role is subject to a satisfactory DBS check.
Carers UK offers equal opportunities to everyone who wants to volunteer.