



Volunteer Specification:

Health Liaison Support for Forward Carers

Role Title: Volunteer Health Liaison Support

Location: Various locations across Birmingham

Time Commitment: Flexible, averaging 8-10 hours month

Purpose of the Role:

As a Volunteer Health Liaison, you work alongside the Forward Carers team to improve communication between health services and unpaid Carers.

Key Responsibilities:

- Act as a point of contact between Carers and local health services (e.g., GPs, hospitals,)
- Support Carers in communicating their health concerns or the needs of the person they care for to healthcare professionals.
- Signpost Carers to relevant health services, resources, and organisations.
- Assist in organising health-related workshops, webinars, and information sessions for Carers.
- Attend and contribute to relevant health liaison meetings, forums, or focus groups.
- Provide feedback to Forward Carers on health-related challenges faced by Carers, supporting improvements in service provision.
- Work closely with Forward Carers' team members to identify gaps in healthcare support and escalate concerns where necessary.

Skills and Experience:

- Good communication skills, both verbal and written.
- Empathy and understanding of the challenges faced by unpaid Carers.
- Basic understanding of the UK healthcare system and Carer rights is desirable (training will be provided).
- Good organisational skills, with the ability to manage time and prioritise tasks.
- Confidence in speaking with health professionals and Carers.

Personal Attributes:

- Compassionate, patient, and approachable.
- Dedicated to improving the wellbeing of unpaid Carers.
- Proactive and solution-focused, with a can-do attitude.
- Trustworthy and respectful of confidentiality.

Benefits to You:

- Make a positive difference in the lives of unpaid Carers and their families.
- Gain valuable experience in healthcare liaison and Carer support.
- Build relationships with healthcare professionals and community services.
- Access to relevant training and development opportunities.
- Reimbursement of travel expenses.
- Join a friendly, supportive, and impact-driven organisation dedicated to creating Carer Friendly Communities.

Application Process:

Interested applicants should complete the volunteer application form and submit it to Forward Carers, along with a brief statement explaining why they would like to volunteer in this role.

For More Information:

Contact Forward Carers at info@forwardcarers.org.uk