

Urgent Call for Volunteers – from ‘Support Cumbria’

7 April 2020

HELP!

In Cumbria, the NHS are setting up Recovery Centres in Carlisle, Whitehaven, and Penrith for patients recovering from Covid-19. They are looking for a large number of volunteers to help on a Volunteer Rota that will run 7 days a week. [Support Cumbria](#) is a collaboration of partners working to co-ordinate community support during the COVID-19 pandemic. They are supporting the NHS by taking initial expressions of interest in both patient facing and non-patient facing roles.

NOTE: If you registered with NHS England via the GoodSAM app in recent weeks this is a different volunteering opportunity and recruitment procedure.

Can you volunteer and help your local NHS?

The North Cumbria Integrated Care NHS Foundation Trust (NCIC) requires volunteers for roles including caring for patients, helping with refreshments & mealtimes, general cleaning & ancillary duties, and family liaison support.

There are 4 Volunteer Roles (click on each for a full role description):

- [Basic Patient Care Volunteer](#) (Patient Facing role)
- [Ancillary Volunteer - Ward Based](#) (Patient Facing role)
- [Hospitality Volunteer - Ward Based](#) (Non-Patient Facing role)
- [Family Liaison / Meet & Greet / Befriender Volunteer](#) (Non-Patient Facing role)

There is also an FAQ – [Volunteering in NHS Recovery Centres](#).

How can I volunteer?

If you are interested in volunteering to help your local NHS go to the [Support Cumbria](#) website and click on “*I would like to Volunteer*”. All volunteers need to update their profiles on that site. To do so, login then click on ‘Profile’ in the top right-hand corner.

You will need to update the following fields in your Volunteer Profile:

- **Date of Birth:** Ensure this is completed as volunteers need to be 18+
- **Volunteer Offer:** Select : NHS Patient Facing or NHS Non-Patient Facing Role (depending on the role you choose and location).
- **Qualifications:** Select : caring, nursing, first aid or medical.
- **Skills/Experience:** Please state any skills, e.g. admin, retail, caring, etc.
- **Where would you be willing to operate:** Select geographical location.
- **Willing to travel:** Yes or No
- **Time Availability:** Select what times you are likely to be able to commit to.
- **Comments:** If you are an existing volunteer with St Johns Ambulance, NWAS Community First Responders, Mountain Rescue, British Red Cross, etc. please state this in the comments section or anything else that may be useful for the NHS to know.

NOTES

1. Support Cumbria is unable to respond to specific questions for these volunteer roles as we are simply administering the volunteer data on behalf of the NHS. Once your details are passed to the NHS they will do their own Volunteer Recruitment Procedures and be able to answer any specific questions.
2. If you choose to register your interest in volunteering via Support Cumbria your details will be shared with your local NHS and the British Red Cross who are helping to co-ordinate volunteers. The NHS will do their own Volunteer Recruitment Procedures and will then liaise with the British Red Cross who are helping to co-ordinate volunteers through their Emergency Response Team.
3. Please be aware that we anticipate a high volume of volunteers so the NHS will get back to you as soon as possible and over the coming weeks.
4. Cumbria County Council will also be looking for Care Volunteers; so if your offer to volunteer is not utilised by the NHS, you may be contacted by Cumbria County Council.

**With the outbreak of Coronavirus your local NHS more so than ever needs more volunteers.
Your time, skills, and commitment are really needed in any of the roles you may be able to help with.**

Your volunteer offer will make a difference through your local NHS.

**Thank you,
From all at Support Cumbria**