Volunteer Handbook

June 2026

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If you are reading this, it means you have chosen to volunteer with Care Network Cambridgeshire, so thank you for picking us and welcome to our team!

Our volunteers enable us to deliver high quality short term, practical, emotional and wellbeing services and provide information and guidance to people within Cambridgeshire. As a volunteer you will be supporting people in your community when they need it most. The positive impact that you will make as a volunteer in the lives of local residents, is summed up here by a comment from one of our clients *"I will be forever grateful for you and all the volunteers. It takes a special kind of people to help and care about total strangers."* On behalf of our clients, thank you for caring enough to volunteer with us.

You will also be our eyes and ears in the community. You can help ensure Cambridgeshire residents know how we can help them and how to contact us; you can help identify where there are gaps in community support and help us with awareness and fund-raising events. You can and should, feel proud of the contribution you make.

Your commitment to volunteering with us will not go unappreciated! Be certain that we value you, your time, your skills and your support of our mission. We want you to enjoy your volunteering experience, and our handbook is there to help you.

The Volunteer Handbook contains important and useful information you will need in your volunteer journey. Please read it and keep it safe for future reference. However, if you have any questions after reading the handbook or arising from your volunteer work, please contact your Locality Co-Ordinator or the Volunteering Co-ordinator who will be happy to help.

Welcome once again to the Care Network Cambridgeshire team, we are proud and privileged to have you on board.

Lynda Phillips, CEO

VOLUNTEERING – do it your way!

We are delighted that you have decided to join us at Care Network. By becoming a volunteer, we know you share our Mission, Vision and Values:

Our Mission

We empower adults and communities to improve health and wellbeing through a person-centred approach, fostering confidence, connection, and independence

Our Vision

A Community where every individual feels confident, connected, and independent in managing their health and wellbeing

Our Values

- ***Empowering - We inspire confidence and encourage people to take control of their health and happiness***
- ***Respectful - We treat everyone with dignity and value their experiences***
- ***Collaborative - We work together with individuals, communities, and system partners to create solutions***
- ***Person-centred - We focus on individual needs, preferences, and goals. We put people at the heart of everything we do***

History

Initially set up by a local vicar's wife in response to the lack of support for people after a hospital stay, Care Network Cambridgeshire now has local volunteers supporting older and vulnerable people in their homes or through community groups throughout Cambridgeshire. We are registered with the Charities Commission, governed by a Board of Trustees, and funded by public and private donations.

To find out more about how we raise funds, who we work with and read our Annual Report, please visit our webpage: https://care-network.org.uk/

What can we offer you?

We want you to enjoy your experience as a volunteer and for this to fit in with your day-to-day activities. We understand that some volunteers prefer to have set days and times to volunteer, and others need a more flexible approach. We therefore offer a range of opportunities to suit our volunteer lifestyles and availability.

We provided Volunteer Role Descriptions in your application pack but to recap, our roles range from supporting in practical ways in the community by providing shopping support, collecting prescriptions, helping with paperwork, providing wellbeing support via the telephone, or providing research assistance. Whichever way you choose to spend your volunteer time with us, you will always be valued as part of our team.

With this in mind, we offer a supportive and structured training programme, in which you will be able to gain confidence in your volunteer role and continue to utilise existing or develop new skills, through optional and/or enhanced training.

The Volunteer Journey

What do you need to do before you can start volunteering?

Induction

Once your interview has been completed, appropriate references have been received and a clear DBS check confirmed, you will need to attend an Induction and Training Session, which may be a virtual or an in-person event.

The induction is an essential part of welcoming you to our team and lays the foundation to understanding the context of the services we provide and clarifies expectations. It is part of a structured programme designed to give you guidance and confidence to fulfil your volunteer role. This will also give you the opportunity to meet other volunteers and relevant members of staff who will:

- Outline our mission, vision, and history
- Describe the services you will be supporting
- Highlight the activities you can expect to be asked to undertake
- Explain statutory obligations such as Health and Safety, Safeguarding and Data Protection etc.
- Describe the concept of strength based and person-centred approaches
- Offer guidance around boundaries and expectations
- Explain how to raise a concern about a client or assignment
- Explain information sharing and Data protection and confidentiality
- Go through paperwork that you will be using e.g. time sheet/expenses and feedback forms
- Volunteer wellbeing and code of conduct
- Work through case studies
- Answer any questions

What training can you expect?

Essential and optional training

Induction and Refresher Training are essential in continued development to ensure you are up to date with knowledge and compliance with statutory regulations. You will be invited and expected to complete core training as you start followed by annual on line courses for the Level 2 Safeguarding and our Data Security Protection refresher**.** We then facilitate Refresher Training every three years for you to attend.

We recognise too, that our volunteers may want to expand their knowledge or enhance existing skillset and therefore offer various additional training sessions covering many topics, such as: Mental Health Awareness, Hoarding awareness, Scam Awareness, and others according to demand and service needs.

Training opportunities will be communicated to you by email but we also advertise them in the bi-monthly newsletter or as special interest bulletins; or you can speak to your co-ordinator if you have a particular area of interest or would like to know more about additional training. Likewise, if you have a special skill or expert experience in a particular area that you feel would be useful for us to know about, please let us know.

What happens when you are offered an assignment?

Hopefully it will not be too long after your induction that you are contacted about an assignment. Each assignment is triaged by our staff to ensure it is appropriate and safe. The co-ordinator then matches the assignment with skill set and preferences to provide a 'good fit'. They will advise what is expected of you, the frequency and duration of the client support required and clarify who to contact in the first instance if you have a question or need to escalate a concern. Should you choose to accept the assignment, you will then receive the client details and the assignment paperwork.

You are under no pressure to accept the assignment, and it will not be held against you if you decline. We wholeheartedly endorse a work/life balance.

You are encouraged to 'check in' with your co-ordinator at any time but particularly if there is something you do not understand or are worried about. On the reverse of your ID badge, is the Out of Hours contact number should you need to contact us about an assignment outside office hours, and at the end of the handbook you will find this number and other Useful Contacts.

At the end of your assignment, you should submit your Case Report/Time and expenses sheet to ensure you are reimbursed in a timely manner for out-of-pocket expenses. This paperwork is designed to help us understand the nature of the support you carried out, the hours spent in doing so and any expenses incurred. It also informs whether the client requires further Care Network services and can help ensure funders and stakeholders understand the impact of your volunteer support.

Ongoing support

Your co-ordinator will aim to 'check in' with you, every 4-6 weeks, regardless of whether you have an active assignment.

Your co-ordinator will keep you updated about Locality Meetings and volunteer events which give you the chance to meet with other volunteers and the wider Care Network Team. This

offers the opportunity to share experiences, share best practice, receive peer support, and celebrate your volunteer contribution.

What if you have a problem?

Problem solving

Unfortunately, from time to time a problem or concern may arise. This may be that you are unwell and cannot attend a visit; an assignment is not a good fit for you or a personal problem that may impact upon your volunteer interactions. Our Wellbeing Team may be able to offer support depending upon the situation.

In the first instance you should raise problems or concerns with your co-ordinator, who will explore solutions with you.

What if Care Network has a problem with something you have done?

In the event that an issue is raised or is identified, your co-ordinator will speak to you and try to resolve the issue. We take this as an opportunity to learn and grow. The co-ordinator may offer advice and guidance or suggest further training. By addressing things quickly, we aim to protect our volunteers and ensure that everyone is treated with respect, equally and fairly and that the reputation of Care Network remains intact.

If concerns or problems remain unresolved after speaking to your co-ordinator, then the matter can be referred to the Senior Co-ordinator for that service. If resolution is still not found, then the Volunteering Co-ordinator may be able to offer mediation and support. In most instances the above steps should result in resolution.

In the unlikely event that all of the above stages result in the problem being unresolved, the Leadership Team will be involved or if necessary, the Trustee with Responsibility for Volunteers.

Suspension from volunteering is not taken lightly, however, in the event that unacceptable behaviour is reported or suspected, we will suspend the volunteer immediately whilst an investigation of the allegations is conducted.

The decision to suspend a volunteer can only be made by the Leadership Team and the volunteer will be notified in writing if this decision is made.

In the event that circumstances lead to the decision to dismiss a volunteer then the volunteer will be notified in writing. The volunteer will have the right to appeal to the Trustees.

Please refer to the Volunteer Problem Solving Procedure for full details.

Managing Expectations

What can you expect of Care Network?

We believe that our volunteers deserve to get the best experience possible because they are the heartbeat of the support we provide to clients. The way we do that is by building a mutually respectful relationship in which we both clearly understand what we can expect from the other. Having clear expectations can also prevent problems arising in the first place.

We have covered some of this already in the sections above, but you can expect:

- To be treated with respect and courtesy, and valued for what you do
- To have an Induction into volunteering and be welcomed into the Care Network Team
- To have all assignments triaged and assessed by a Co-ordinator
- To receive clear communication about assignments and what is required
- To be given Time/Expense case sheets at the start of an assignment
- To have your decision to decline or accept an assignment respected without judgement
- To be supported in your role by an identified co-ordinator
- To have training opportunities
- To be able to change your volunteering role and preferences or give notice to pause/ step down at any time
- To have social / peer event opportunities
- To have a point of contact to escalate concerns to (in and out of office hours)
- To be able to share your experiences and views with a co-ordinator in a ‘check in’ and an annual questionnaire
- To receive a newsletter and special bulletins to keep you informed
- To have your agreed out of pocket expenses reimbursed in a timely manner
- To have your contributions acknowledged and celebrated
- Us to ensure volunteering is accessible and inclusive

What does Care Network expect of you?

We appreciate that our volunteers give their time freely and the difference they make in doing so. However, to ensure you have a safe and enjoyable volunteer experience we do have expectations of you:

- To attend Induction and complete the mandatory and refresher training as required
- To be respectful and courteous to clients, staff and volunteers alike
- To be non-judgemental and respect client beliefs, culture, views and wishes
- To uphold the values and principles that support our mission and vision
- To adhere to Care Network's Volunteer policy and procedures
- To be reliable, punctual and show integrity
- To inform your co-ordinator promptly if you are unwell or if there is a problem that may affect your volunteering or if anything else related to your volunteering is troubling you
- To use your skills and experience to uphold certain expected behaviours (covered in Induction)
- To set and maintain boundaries (covered in Induction)
- To act as our ambassador in the community by informing residents of our work, how to contact us and advising us if there is an unmet community need
- To help us improve the volunteer experience by participating in Annual Reviews, questionnaires, and co-ordinator 'check ins' to feedback on your experience
- To accept guidance and constructive feedback from your co-ordinator
- To raise safety or welfare concerns about a client with your co-ordinator as soon as possible
- To be aware of your surroundings to prevent and avoid risks and inform your co-ordinator as soon as possible about any safety, risk or hazard concerns
- To complete and return all assignment paperwork as soon as the assignment ends
- To protect and maintain client information at all times
- To inform your co-ordinator if you wish to change roles or stop volunteering
- To look after yourself, you are valued, and you can say no without consequence!

Some do's and don'ts

Do	Don't
Always use the receipt book when handling a client's money for shopping	Administer any medication
Listen carefully to what a client says allowing them to express emotions	Offer personal care
Offer help that empowers	Do any manual lifting
Give clients the Care Network office number for them to contact us	Give clients your personal contact details
Use 141 before dialling a client using your personal telephone to protect your number	Remove anything from a client's home
Do turn off your Caller ID in your Smart phone settings	Sign any documents
Refer concerns to your co-ordinator	Accept gifts or offer of gifts, money or loans from a client
Declare any conflict of interest	

How does Care Network communicate with volunteers?

Communication works best if we both do our part. Your coordinator will call you with assignments and for 'check ins' but you don't have to wait for them to call you! Drop them an email or give them a call, they will be pleased to hear from you.

We send regular newsletters to share important information or of any service changes, events, or opportunities. We may also send emails/texts:

Special Bulletin: this is to share information about time sensitive or a specific event e.g. training or meet up. We also post regularly on social media and encourage you to like and follow us on our social media platforms.

Shout out: a call to action to support a community or fund raising or awareness raising event.

You can also follow us on:

https://www.facebook.com/CareNetworkCambridgeshire/

All volunteers are encouraged to express their views or ideas by completing an annual survey and/or by speaking directly with a co-ordinator. You also have an opportunity to record positive and negative comments on your Case Report Sheet.

Volunteers are also invited to attend Locality and Steering Group meetings, so that volunteers help inform and advise on future planning and service development.

Travelling

How should you get to an assignment?

Some volunteers cycle or walk to assignments, others prefer to drive. Where a preference has been stated, we will ensure that assignments are within a reasonable distance of your home address. You can check or change your preferences at any time by contacting your co-ordinator.

If you choose to use your car, you should inform your insurance company that you have started volunteering. This does not usually incur additional costs but does ensure you have appropriate insurance cover as these can be different depending on the insurer.

What expenses can you claim?

We will reimburse you for all agreed out of pocket expenses, for example bus fare, telephone and mileage. Please check with your co-ordinator before incurring anything other than these costs. However, in order to be reimbursed you will need to complete and return your Case report/Time/Expenses sheet as soon as your assignment ends.

Only upon receipt of a completed case report/time/expenses sheet can we reimburse you for any out-of-pocket expenses. We aim to reimburse you within two weeks of the paperwork being submitted. Key points:

- Keep a record of your mileage and expenses on the claim form
- Let us know when you have finished visiting by calling your coordinator and sending relevant paperwork to the office.
- If you would like to donate your expenses to Care Network fund raising, then please complete your expense sheet but tick the check box to indicate your intention.

If you would like to see any other policies or documents, please let your coordinator know.

What happens if you want to stop volunteering?

We are grateful for the time that our volunteers give. We also understand that your circumstances may change. Your coordinator can help identify other volunteer roles that may suit a change of circumstances, for example supporting Check and Chat by telephone rather than face to face visits. If these solutions do not work for you, you may wish to pause or stop volunteering with us. You can pause or stop volunteering at any time by advising your co-ordinator. Your co-ordinator will offer you the opportunity to discuss your reasons for ceasing volunteering. This is so we can learn from your experience if there is anything we can do to improve our volunteering offer and to say goodbye.

Key document – highlights

In the Mutual Expectations above we explained that as a volunteer you will need to be aware of and adhere to Care Network policies and guidance when representing us. This is to ensure the best experience, keep you and our clients safe and ensure you comply with Statutory Regulations.

In this section we highlight the key points of each policy. Please refer to the full policy/procedure for more detail.

Expected Behaviours:

These are the behaviours expected of our volunteers when representing Care Network:

- Demonstrate honesty, reliability, and responsibility
- Wear your Care Network name badge
- Be non-judgemental and respect client beliefs, culture, views and wishes
- Set and maintain boundaries
- Commit to each assignment and complete to the best of your skills
- Know when and how to escalate safety/safeguarding or other concerns about a client
- Protect and maintain client confidentiality at all times
- Cease contact with a client at the end of an assignment – or discuss with your co-ordinator if you wish to maintain contact
- Complete case report and paperwork within two weeks of assignment completion

Health and Safety – Risk assessment

We are mindful that there may be risks and hazards that you may face in the community or if visiting a client's home. We conduct risk assessments prior to an assignment being given, however we recognise that situations and circumstances can change. Some key points to remember to help keep you safe are:

- Be constantly aware of your environment
- Be aware of the potential hazards in the home, e.g. loose rugs, frayed flexes, and point them out to the client
- Think about how you could get out of the home if threatened or in the event of a fire
- If you are concerned excuse yourself, for example say you need to check with your coordinator and leave the home
- Report any concerns/incidents to your coordinator who will respond appropriately
- If, at any stage, you feel unable, for any reason, to continue visiting, get in touch with your coordinator so that alternative arrangements can be made
- If required to do so, either statutory or by Care Network guidance, wear and use PPE provided
- Do not drink alcohol, smoke or use non-prescription drugs when conducting volunteer activities
- Do not go to a client's house if they are not there (unless specifically agreed with the co-ordinator)

Data Protection and Confidentiality

It is important that our clients know that their information is safe with us to build a foundation of trust. We therefore all have a duty of care and are legally required to protect private and confidential information, be that your own or that of a client. Some key points to remember:

- Ensure your telephone calls are not overheard
- Do not share client information with anyone outside of Care Network unless there is a legitimate reason for doing so (in an emergency or safeguarding event)
- Do not leave paperwork with client's details where they can be seen by other people
- Do not keep client information once an assignment is complete
- Dispose of confidential information safely for example cross shredded

Safeguarding Policy

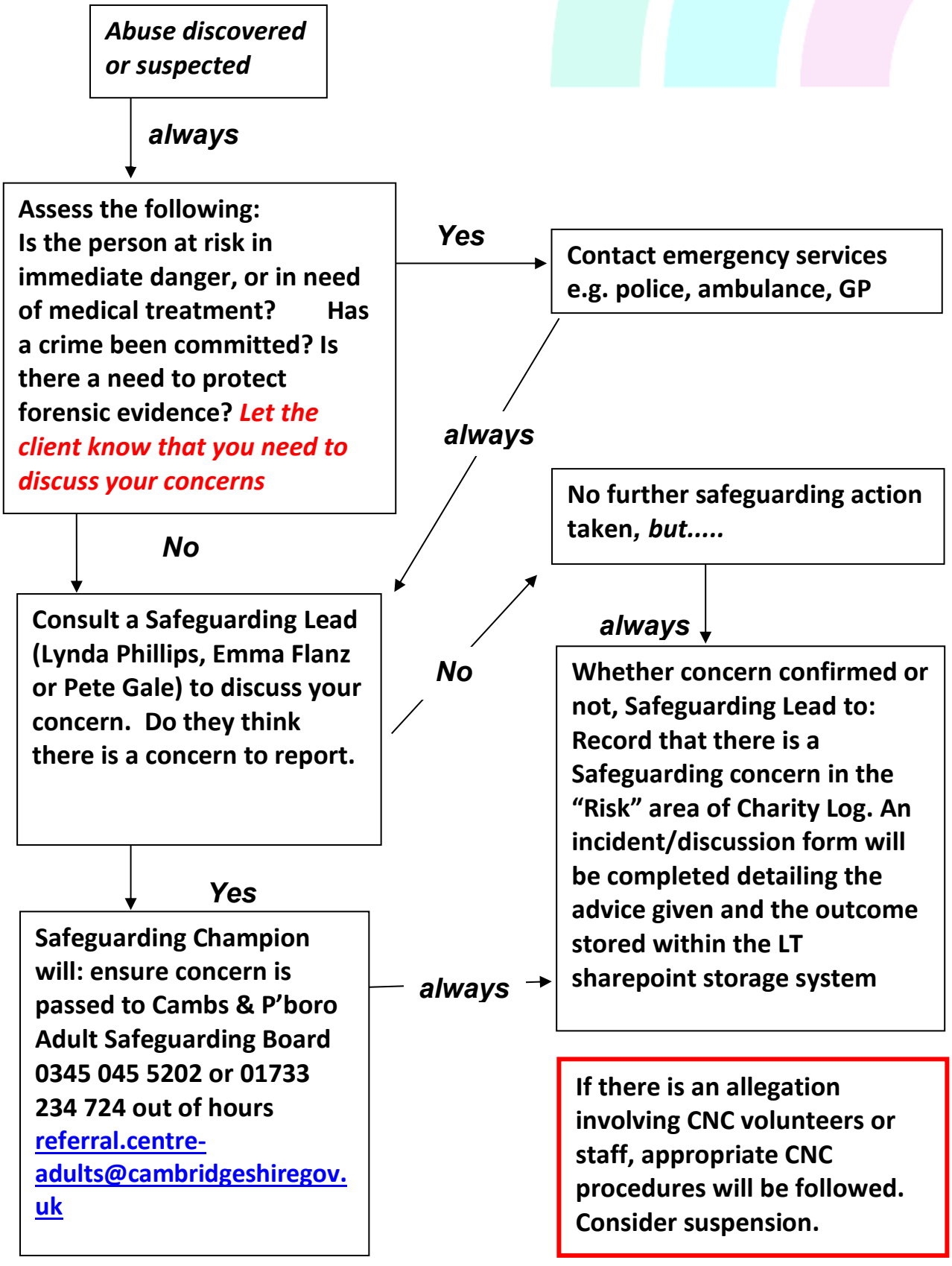
Safeguarding Adults, Vulnerable People and Children is everyone's responsibility. Our clients may be at particular risk of being exploited, harmed or abused. This outlines what to do if you believe that someone is at risk of or is being harmed, abused or exploited.

In the event that a client says they have something to tell you or makes a disclosure please remember:

- Advise them that confidentiality has its limits and that you have a duty to pass on certain types of information e.g. criminal activity or risk of imminent harm
- If anyone discloses something to you do not be judgemental, listen to what they have to say
- Never ask leading questions
- Preserve evidence – e.g. write down what was said, in the clients own words
- If you have any concerns about a client's welfare or safety, contact your co-ordinator as soon as possible

If someone has a medical emergency or is injured or in immediate danger call 999 then contact us.

Safeguarding Concern Action Flowchart



Important Contacts: Out of Hours – please contact 01954 774805. DO NOT TEXT.

Offices:	
Head Office: Hardwick 18 Broadway House, 149-151 St Neot's Rd Hardwick Cambridge CB23 7QJ	**Chatteris** Unit L14 South Fens Business Centre Fenton Way Chatteris PE16 6TT
Help at Home	**Other teams**
Main team number 01223 714433	**Volunteering Co-ordinator** Tina Oliver-Jordan 01223 869892
Gertrude Gomez Service Manager 01480 773002	**Community development** Adele Emmins 01954 774390
Layla Fletcher & Claire Greenaway City & South, Addenbrookes 01223 714433	**Wellbeing** 03300 945750
Rosina Edzia Hunts & Fens, Hinchingbrooke 01354 694413	
Nicky Findlay 01354 707420	
Jimmy Reilly Peterborough 01954 774800	
Beatrice McEneaney 01223 867319	

Your Care Network Volunteer Journey

Date you started volunteering:	
Your volunteer roles or preferences are:	
Your Locality Co-ordinator is:	
Contact details:	
Your reason for volunteering :	
What you enjoy most	
Your ideas to discuss with your co-ordinator:	
Notes and other information	

Example of completed Case Report Sheet

CASE REPORT FORM

Please indicate below TOTAL TIME SPENT VISITING EACH DAY separating the time taken travelling to and from the client. Any tasks done with or on behalf of the client should be counted in Client Contact time. **We need this for reporting to our funders so thank you for completing. Please do not return the separate slip with the client details on, please destroy that information**

DATE OF FIRST VISIT 01.01.2023 **DATE OF LAST VISIT** 06.02.2023

Charity Log No:	Week 1		Week 2		Week 3		Week 4		Week 5		Week 6	
50172	Client Contact	Travel	Client Contact	Travel	Client Contact	Travel	Client Contact	Travel	Client Contact	Travel	Client Contact	Travel
Monday	60 mins	30 mins					75 mins	30 mins			75 mins	30 mins
Tuesday					60 mins	30 mins						
Wednesday									30 mins			
Thursday			45 mins									
Friday												
Saturday												
Sunday												

Activities Undertaken		Activities Undertaken		Activities Undertaken	
A: Help with paperwork/ form filling		B: Building confidence/accompanying out		C: Check OK/chat	
D: Handyman – DIY general		E: Event		F: General support	x
H: Housework		O: Digital inclusion support		P: Collecting prescription	x
R: Residential fuel top up support		S: Shopping	x	W: Dog walking	
X: Complex case		Z: Service not required		Information/signposting **	

****Please list any information/services you have told the client about:**

Please tell us what went well / what you most enjoyed / any difficulties experienced: Initial contact was difficult as the client did not answer the phone but once resolved by the coordinator contact went well. It was very interesting hearing about the clients background as I have an interest in WW2 history.

Please record your expenses on the reverse of this form and return to your local office in the SAE provided asap – thank you!

SIGNATURE _____ DATE _____

Example of completed mileage/telephone expense claim form

EXPENSE CLAIM FORM

Date	Car mileage Miles @ 45p/m		Telephone 25p per call	Any other expenses
01.01.23	5	2.25	0.50	
08.01.23			0.25	
15.01.23	5	2.25	0.25	
22.01.23	8	3.60	0.25	
29.01.23			0.25	
05.02.23	8	3.60	0.50	
TOTAL £		£11.70	£2.00	£

- If you WISH to donate your expenses to Care Network, please tick this box ☐
- If you do NOT wish to claim expenses and DO NOT wish to donate your expenses to Care Network, please tick this box ☐

PLEASE NOTE: Driving to/from a client's house, or any other venue on behalf of Care Network is considered as driving for voluntary work. Please contact your insurer; they should not charge you any more for this (please contact us if they do) and it is important that you do this for insurance purposes. **By claiming car mileage you are confirming that you have insurance for volunteering.** PLEASE fill in and return the form. Even if you do not wish to claim it helps us know the true costs of the project for future funding. **Thank you for volunteering with us.**

Claimant's Name in BLOCK CAPITALS: .....

Signature: ..... Date: .....

Verified by: .....

Signature: ..... Date: .....

Example of Wellbeing Assignment Template:

Client first name: Fred
Client's phone number: 01700 890000
Staff Name / Phone number: Abbie - 01354 707413
Job Card No: 8766 (internal reference)

Principal issue for this client: Client has recently been discharged from hospital and was supported through Help at Home services. The Help at Home coordinator identified a wellbeing need after the client said he felt alone and had no family or friends to visit him – the client is happy for this information to be shared. The client is likely to recover to be able to return to a good level of independence but has taken a confidence knock since leaving hospital. He would like to access the Check & Chat service once a week whilst he continues to recover but then would like a Trusted Friend to meet him at the local library as he rebuilds confidence going back and reconnecting with the chess club he used to go to.
Any other info useful for volunteer to know include likes and interests (e.g. gardening/dog/walking/ smoker etc):
Five key words: chess, sitcoms, animals, Royal Navy, engineer

Consent. Staff, please confirm client's consent to the following:
CNC to hold their personal details – Yes
CNC to Share their details with our Volunteers – Yes
CNC to share their info with other professionals where appropriate – Yes
Assigned to (volunteer name): Barney Rubble
Date: 13/3/23
Service: Check & Chat, Trusted Friend

Telephone Process
If at any point you are concerned about a client, please contact the wellbeing coordinator who assigned you (name above) or the wellbeing support team on 03300 945750 – please always leave a message in case we are engaged on another call. If you can't get hold of a member of the wellbeing team, please call 01954 211919. For out of office hours only if urgent (5-8pm weekdays and 9-4 at weekends) please call 01954 774 805.

Check & Chat Guide
1. Call the client, withholding your number.
2. Start with managing expectations - time boundary e.g. I will call you for 10 / 15 mins over the next 6 weeks (times to be agreed) and try to stick to it.
3. Remember the calls are supportive to reduce the sense of isolation, try to keep it light and chatty.
4. Please help the client to become aware of and encourage them to access additional support (ask your coordinator for further information)
5. Please do not share your own fears, worries, stressors, and do not give any medical advice – refer client to GP or NHS website.
6. Contact limited to 6-8 calls. It is possible to offer more, but this needs to be agreed with the client and volunteer through the coordinator.

Trusted Friend Guide

1. As part of the initial phone contact with the client (withholding your number), please plan to meet the client face-to-face outside of home or in a public space. If possible, in a space where you will be easily identifiable by your badge.
2. Agree a couple of warm-up calls prior to meeting in person. Discuss the expectations - e.g. you (the volunteer) are accompanying the client on e.g. their first walk to their local shop, park or public space.
3. It should not be necessary to go into the clients home, unless otherwise agreed by the coordinator. Home assessments aren't carried out for every client.
4. If you are meeting the client at their home, remember that the aim is to support them getting out in the community not to revert to staying in, isolated at home. Positively reinforce this: we can do this, together!
5. The support is 6-8 weeks maximum (including the initial phone calls). If the client would like the support to continue, please inform the coordinator.
6. The Trusted Friend support does not include giving lifts for transport, nor do we ask a volunteer to provide physical support e.g. pushing a wheelchair, carrying bags of shopping etc.

Top Tips

Always actively listen to what the client is saying and make appropriate, data-secure notes of anything of concern or that you might want to revisit in future conversations.
Prepare some handy, conversation-starting, open-questions e.g. relating to their interests / family / previous conversations.
It's good practice to let client and coordinator know if you have to change any planned calls or meet-ups such as holidays or appointments. You need to look after your own wellbeing to be able to help others.
Check with the coordinator for further, additional support services for the client. If they ask, it's okay to say: I don't know, but I can get some more information for you…

Escalation / concerns

If you are worried about a client, please contact the coordinator (name and number located at the top of the document), the Wellbeing Team on 03300 945750 / 01954 211919, or our Volunteer coordinator Tina Oliver-Jordan 01223 869892 / 01954 211919. Care Network is contactable during weekday office hours and out of hours via 01954 211919.
A coordinator will be in contact with you throughout your assignment, from start to finish. Please send your completed timesheet to admin@care-network.org.uk or via our head office in Hardwick (see address below).

The main office address is Care Network, 18 Broadway House, 149-151 St Neots Rd, Hardwick, Cambridge, CB23 7QJ.