



Check and Chat (Telephone) Volunteer Role Description

At Care Network, our mission is to help people stay healthy, independent and to keep in touch with their community. Our volunteers are integral to helping us deliver our services. We are looking for volunteers to share their time and provide us with support so we can continue to enable people to remain independent and maintain social contact with friends and the community.

Role and purpose:	Under the supervision and guidance of the coordinators and volunteer lead, volunteers will provide telephone support to clients in the community. Volunteers will offer both a listening ear and social contact. The calls will be pre-arranged, and you will have your own small caseload of people to contact.
Time:	One call a week. Maximum of about 6 calls per client.
Main contact:	Wellbeing Team
Location:	Remote volunteering
Requirements:	Safeguarding, Wellbeing and Data Protection Training Provided

What can the opportunity involve?

- Calling people in the community who are isolated/self-isolated/social distancing regularly to create an enjoyable and supportive relationship.
- Listening, sharing your experiences and hearing about those of the person you're getting to know.
- Treating what you hear as confidential and sensitive.
- Keeping us up to date on how your volunteering is going at regular support sessions and reporting anything of concern
- Keeping your skills and knowledge up to date by taking part in relevant training
- Reading and following our policies and procedures - designed to keep you and the people we support safe and happy. We've got guidance around safeguarding, confidentiality and role boundaries to help with this. We'll ask you to sign to say you understand them.
- Representing the charity well to the wider public.
- To take responsibility for own caseload (approx. 2-3 people)
- Feedback to Care Network and report queries and concerns, as necessary

What skills or experience are we looking for?

- Enjoying speaking to a diverse range of people and helping others
- An interest in people
- Reliability, consistency and dependability

- Good conversational and listening skills with a clear speaking voice - some of the people we support have a low level hearing loss
- Patience, empathy and a non-judgemental attitude
- An ability to work independently but also stay within the role's boundaries – recognising what should and shouldn't be done and when to seek advice or report concerns
- Other languages – we're very interested to hear from other language speakers as some of those we support don't speak English as their first language.
- Use of own mobile or landline telephone

What will I get out of it?

- Supporting Care Network to enable people in Cambridgeshire & Peterborough to stay healthy, independent and in touch with their family, friends and community
- Gain an insight into Care Network's work and its role in the charity sector as a whole
- Training: an introduction to the organisation and your role
- Opportunity to build experience for your CV or contribute existing skills
- Regular and ongoing support from your main contact and office team

If this sounds like an opportunity you are interested in, please contact volunteering@care-network.org.uk and our volunteer coordinator will be in touch to arrange a chat.