**Wellbeing Chat Service Telephone Volunteer**

**Role Description**

**What is the role about?**

The Wellbeing Chat service matches volunteers on a one-to-one basis, for a minimum of three months, with lonely and isolated residents in Westminster, offering a weekly call as a regular check to ensure their needs are met and providing a friendly chat for social contact.

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* Attend an online two-hour training session to help prepare you for your volunteer role
* Make a weekly call to an isolated resident for 30 minutes per week to check that their needs are met and offer a friendly chat for social contact
* Agree the day/time for the weekly call with the local resident
* Provide a regular email/phone message to your Volunteer Coordinator after the call, specifying if there are any new concerns for the resident if other needs are to be supported.
* Complete a feedback form to have a supervision call once a month as agreed with your Volunteer Coordinator
* Understand and comply with the confidentiality and boundaries guidelines provided and seek support from your Volunteer Coordinator when necessary

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* Empathic and interested in supporting a lonely and isolated person.
* Have effective communication skills, including active listening, to offer a friendly voice and a listening ear over the phone
* Are open-minded and listen to others without being judgmental.
* Understanding of the challenges faced by isolated and vulnerable people, especially if older people, people who are ill, or shielding during lockdown.
* Understand when there is reason for concern and report this to your coordinator immediately.

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* Attend initial two-hour training session, which must be attended before you are matched with a resident.
* 30 minutes per week for a minimum of three months.

**Still interested? How to apply**

Please complete the [online registration form](https://forms.office.com/Pages/ResponsePage.aspx?id=6_dA62NT10e6PkAL1FzCqA425vRuK7pDptxY9wJ96l1UM09WRE1WMlFJRUxNREtNSElaV1RGT0pXRS4u) that consists of an application form and an equality monitoring form.

You will need to have a **Disclosure Barring Service (DBS**) check that has been issued within the last three years in order to become a Wellbeing Chat volunteer. Do not worry if you haven’t got one, as we can arrange a free online DBS check for you.

If you have any questions about any aspect of the role, please email us at **wellbeingchat@onewestminster.org.uk** or call Paola Pagliarin on 07484 542229.