

Volunteer Role Description Form

Guidance for managers completing this form:



When you have **identified a suitable volunteering role for someone**, you will need to complete this “Volunteer Role Description Form” and check that the prospective volunteer agrees on the details.



Volunteer applications are processed through CWP’s “TRAC” recruitment system: it uses the role title as the starting point for each application. **If we don’t receive the role description and line manager details first, we cannot start the application process.**



Please return all completed forms to the Patient and Carer Experience (PACE) Team either by email or by post.



Volunteer Role Details

Name of volunteer	
Title of volunteering role	‘Talk and Support’ Volunteer
Days or hours agreed	Various – agreed between volunteer/person and care team
Volunteer managed by / accountable to:	
Name of staff member who will supervise volunteer:	
Service / Team the person will be volunteering with:	
Volunteer will be based at (location)	Virtual role so volunteer will be at home.



Volunteer Role Description

Purpose of Volunteering Role – brief summary / overview

A phone call can make all the difference to someone who is lonely or needs regular contact with others.

This support you will be giving will be a regular phone call. The calls can be flexible to suit the time you have available to give, and would be agreed between yourself and the person you are supporting.

This support will not amount to a treatment or intervention but will provide:

- Companionship – Forming a relationship of mutual support and understanding
- Support – Pointing to resources that help with mental health first aid
- Check in – To help clients identify activities and support that they can access
- Listening ear – Encouraging the client to talk about their experiences

Task Outline – details of what the role involves

Support and Supervision

Prior to starting the role you would meet with the care team involved with the person to discuss in more detail what the purpose of the talk and support role would be for the person using the service. Supervision would be a vital part of the role and would be planned regularly, and we would need all volunteers to sign up to this. Communication skills training would also be given (see the training section below).

Commitment

This role requires a high level of commitment from volunteers to follow the agreed plan of contact with the person using services. Maintaining agreed boundaries with the person accessing the service and clarity around the role are essential and this will be discussed as part of the planning and through regular supervision.

Making Calls

Calls should be made at times that are agreed as convenient to both the person and yourself.

1. It is important to uphold the confidentiality of the individual at all times. You may hear personal information or details through the conversation and all forms of personal information must be treated with respect and be handled in a highly confidential way.
2. We recommend calling from a landline number, unless you have free minutes available on a mobile phone and are willing to use these.
3. Ensure you withhold your number.
4. Think about how you safely store peoples contact details, do not leave these in a place that other people can access. If you are able to lock these away in a safe place, please do so. If you need to destroy this information please ensure it is shredded in a confidential manner.
5. If you call and don't get an answer, try again later that day. If you find that you are not able to make contact please contact your supervisor.

Essential skills required for the role

The post holder must understand the importance of confidentiality, and maintain confidentiality at all times.

The post holder must adhere to all Trust policies and procedures relating to the area of work.

The post holder must be able to communicate with a range of people in a professional manner, as a representative of the Trust.

Specific Skills

- To be friendly and enthusiastic.
- To enjoy listening to people and have good listening skills.
- To be able to listen to other people's experience without judgement.
- To be able to empathise with another person's needs and situation.
- To be able to relate to people from a wide range of backgrounds.

Training required for the role

The post holder will be required to complete all Trust mandatory training and any additional training which is appropriate for the role.

Specific communication skills training would also be given as this role is specifically in services where people will have a range of communication needs.



Please note!



Volunteers **are not permitted to have access to CareNotes**, or any other form of patient records.



Volunteers **must not assist with the administration of medication** or handling or prescriptions, or with the moving or handling of patients.



Volunteers **cannot take people accessing services off Trust premises**, unless they are also accompanied by a member of CWP staff.



When volunteers are working directly with people accessing services, **there must always be a staff member available** on the premises at all times.

Please return completed forms (by post or email) to:

Catherine de Zwaan

Patient and Carer Experience Team Manager / Voluntary Services Lead
Cheshire and Wirral Partnership NHS Foundation Trust,
Trust Board Offices, Redesmere,
Liverpool Rd, Chester CH2 1BQ.

Email: cwp.volunteering@nhs.net