

Role	Welfare Call Volunteer
Purpose	<p>With the supervision and guidance of the Volunteering Team: to provide telephone support to service users of Leicestershire Partnership Trust, in order to help improve their wellbeing and recovery.</p> <p>This will be an informal service that helps us go above and beyond to support our services to keep in touch with service users in between care and recovery.</p>
Base	Telephone calls from home
Hours	Monday to Friday between the hours of 09:00 to 15:00 (minimum of two hours a week)
Reports to	Volunteering Team
Key tasks	<p>Tasks may include the following:</p> <ul style="list-style-type: none"> <li>• Carrying out telephone calls with service user, for around 10-30 minutes and confirming dates/times for future calls with them. This can be from once a day to once a month, but individual needs will be matched with your availability.</li> <li>• To signpost people to appropriate services for further support and act as a reliable source of information should it be required.</li> <li>• To provide updates to the Volunteering Team on a regular basis.</li> <li>• To report back any issues or concerns to the Volunteering Team.</li> </ul>
Note:	<ul style="list-style-type: none"> <li>• It is important to note that the Welfare Call service is not counselling or therapy and other services must/will be sought if this is required. Volunteers are not trained counsellors or therapists.</li> </ul>
Person Specification and Requirements	<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Able to follow instructions</li> <li>• Willingness to help and work to time targets</li> <li>• Punctual and reliable</li> <li>• Able to work independently and as part of a team</li> <li>• Understanding of need for confidentiality</li> <li>• Must have access and be able to use emails.</li> <li>• Commitment to uphold trust core values and NHS policies</li> <li>• To take part in training essential for the role</li> <li>• To attend and take part in meetings/updates with Volunteering Team</li> </ul>
Training and Support Needs	<ul style="list-style-type: none"> <li>• Information Governance</li> <li>• Health and Safety</li> <li>• Infection Prevention and Control</li> <li>• Confidentiality</li> <li>• Safeguarding</li> <li>• Equality and Diversity</li> </ul>

	<ul style="list-style-type: none"> <li>• Local trust induction and orientation</li> <li>• Any other essential training as specified by the Trust</li> </ul> <p>A standard/enhanced DBS is required for this role. This is processed free of charge for volunteers.</p>
<p>COVID-19 Guidance</p>	<ul style="list-style-type: none"> <li>• It is a statutory requirement for roles that involve work in care homes that volunteers are up to date with their Covid vaccination status to be able to volunteer in that environment unless the person has a valid medical exemption. Where a role requires this, they will need to demonstrate that they meet this requirement during the recruitment process. The regulations will apply to health and social care workers who have direct, face-to-face contact with people while providing care from 1st April 2022.</li> <li>• Regular testing in line with Government and NHS guidelines.</li> </ul>