



Central and North West London

Volunteer Chatter Role Description

Role Title: Check-in & Chat Volunteer Chatter

Reports to: Check-in & Chat Supervisor

Responsible to: Check-in & Chat Service Manager

Base/Department: Various/Remote

Notice Period: 4 weeks

Main purpose of role:

The purpose of the Check-in & Chat Volunteer Chatter role is to provide listening, signposting and support to vulnerable CNWL service users experiencing loneliness and isolation in line with the Check in and Chat service model (8 chats in 8 weeks).

Please note, to fulfil this role you will need:

- **Minimum availability of 4hours per week between hours of 9am-5pm Monday to Friday (no maximum availability).**
- **A working laptop (or other device which can be used to type) that can be password protected and solely used by yourself.**

Main tasks/overview of responsibilities

- To call allocated individuals 8 times over 8 weeks to:
 - Support reduced feelings of loneliness and isolation
 - Ensure they have access to food, medicines and that their practical needs (e.g. mobility around their

home, access to washing facilities, health needs) are being met.

- Check in on their emotional health and wellbeing and offer a space to listen to them.
- To sign post individuals to local support teams and/or community resources where appropriate
- To escalate any concerns which arise during the phone-calls to their allocated Check in & Chat supervisor.
- To alert the Check in & Chat supervisor if a service user cannot be reached after three attempts.
- To record every contact with service users, including help that the service users has asked for, and email this record of contact to the Check-in & Chat Administrator email address and the Check-in & Chat supervisor at the end of the shift.
- To record non-contacts as well as successful contacts.
- To appropriately end and fully cease contact with service users once 8 chats have been fulfilled, unless otherwise directed by Check-in & Chat Supervisor.

Training

- To complete the required training covering statutory and mandatory updates and additional items pertaining to this role.

Planning and organising

- To be organised and plan day according to the number of allocated calls, contacts to record and check-ins with supervisor.
- To attend volunteer support meetings and training events.

Personal

- To inform the supervisor if unable to complete any of the day's tasks.
- To inform supervisor about any upcoming leave, sickness or any other need for time off.
- To ensure accurate record of calls held for allocated individual.
- To ensure supervisor is aware of those individuals reaching 8th chat.

Communication

- To report any concerns or adverse incidents to supervisor in order that policy and procedure may be adhered to.
- Ensure that patient confidentiality is maintained at all times.

Information Governance and Records Management

- Adhere to the Data protection, data sharing and consent policy (2018).
- Adhere to the Care records, policy and strategy (2018).

Equality and Diversity

- Have an understanding of individual patients' needs taking into consideration cultural & religious requirements.
- Act in accordance with Trust's policy and procedures.

Health & Safety

- Report any environmental factors that may contravene health & safety requirements.

- Ensure that all work is carried out in line with Trust policies & procedures.

Due to the Trust's commitment to continuous improvement, it is likely that the role will evolve over time. These duties will be subject to review, any amendments will be made in consultation and agreement with the volunteer.