

**Check in & Chat: Volunteer Chatter Role Description**

CNWL Trust has almost 7,000 staff providing integrated healthcare to a third of London's population, Milton Keynes and areas beyond.

**About the role**

Check-in & Chat Volunteer Chatters provide listening, signposting and support to vulnerable CNWL service users and carers of those service users experiencing loneliness and isolation in line with the Check in and Chat service model (8 chats in 8 weeks).

**Commitment**

Because of the nature of this role, we please ask you to:

* be available for at least 4 hours per week during 9am-5pm Monday to Friday
* commit to 8 chats in 8 weeks
* have a laptop (or another device which can be used to type) that can be password protected and solely used by yourself.

**Key Tasks**

* Calling allocated individuals 8 times over 8 weeks to support their wellbeing, reducing feelings of loneliness and isolation
* Checking on their emotional health and wellbeing and offer a space to listen to them
* Checking 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.
* When needed, to sign post individuals to local support teams and/ or community resources
* Keeping in regular contact with your supervisor, including being available for supervision
* To follow our strict guidelines on recording and reporting, including:
  + To escalate any concerns which arise during the calls to your supervisor
  + Alerting your supervisor if you can’t reach your contact after three attempts
  + recording every contact, even when you have not get through to the person, and including help that they have asked for
  + to email these contact records to the Check in & Chat Administrator and your supervisor at the end of the shift
* To appropriately end and stop contact with individuals once 8 chats have been fulfilled, unless your supervisor tells you.
* Ensure that patient confidentiality is maintained at all times, following the Trust Data protection and Care records policies.

**Training and support**

All Volunteer Chatters go through role-specific training alongside statutory and mandatory training, including Safeguarding and Data Protection. You will always be supported by a dedicated team and a named supervisor, who will meet with you regularly.

**Key traits, skills and experience**

* Reliability: to be someone we can rely on: consistent and dependable
* Resilience: you will volunteer with vulnerable people at different stages of their recovery, they may disclose experiences of a sensitive nature
* Empathetic, compassionate, patient, tolerant and considerate
* Good conversational and listening skills with a caring nature
* Have an understanding of individual patients’ needs taking into consideration cultural and religious requirements
* The ability to work independently whilst staying within the role’s boundaries, recognising what should and shouldn’t be done, when to seek advice or report concerns.

**What is in there for you?**

* The satisfaction of providing crucial support and great customer service to CNWL service users and their carers.
* The opportunity to develop new skills and learn in an health setting
* The opportunity to help the NHS in a time of growing pressure
* Experience and insight into working within the healthcare sector, really valuable if you are considering a career in health services or in customer service support roles
* Full support and a range of relevant training, including Confidentiality, Safeguarding and Equality and Diversity
* Local induction and full support
* A reference for future volunteering or employment, after 6 months
* Following our expenses policy, reimbursement of agreed expenses

**Next steps and contact details**

For an application form or to have a chat with our team, you can contact us on [cnwl.volunteer@nhs.net](mailto:cnwl.volunteer@nhs.net)