
Role Description

Volunteer –
Heart and Soul listener

ROLE DESCRIPTION

1. CPFT's Mission

Our mission is to put people in control of their care. We will maximise opportunities for individuals and their families by enabling them to look beyond their limitations to achieve their goals and aspirations.

In other words: "To offer people the best help to do the best for themselves."

2. NHS Values

We are committed to the core NHS values which we underpin in all that we do -

- Working Together for Patients
- Compassion
- Respect & Dignity
- Everyone Counts
- Improving Lives
- Commitment to Quality of Care

3. CPFT Values

	Behaviour	How we will demonstrate this behavior
Professionalism	We will maintain the highest standards and develop ourselves and others	By demonstrating compassion and showing care, honesty and flexibility
Respect	We will create positive relationships	By being kind, open and collaborative
Innovation	We are forward thinking, research focused and effective	By using evidence to shape the way we work
Dignity	We will treat you as an individual	By taking the time to hear, listen and understand
Empowerment	We will support you	By enabling you to make effective, informed decisions and to build your resilience and independence

4. Role Details

Role title:	Heart and Soul Listener
Accountable to (support / supervised by)	John Nicholson or Jane Pope

5. About the Ward / Department

CPFT's Heart and Soul service is a diverse community of NHS Chaplains, peer workers and volunteers who practice the art of gentleness and loving kindness in practical ways: social activities, befriending and individual supportive listening.

6. Role Purpose / Main Duties

Our immediate need is to establish a telephone listening service to support people whose treatment and care has been paused. The Heart and Soul listening service volunteers will be a safe haven for the people within this group to be referred to and to receive telephone support.

7. What skills and experience are required

1. You will be a good and experienced listener and have a basic understanding of how active listening works. You may have joined a pastoral care training programme, for example, or you may simply be a very experienced member of a group that is offering support to vulnerable people, have an understanding of how mental health challenges impact on daily living, even in 'normal' times, and can take a call from someone in distress and/or who is very anxious, whilst being able to contain your own feelings as a listener. Heart and Soul will give you some preparation for the role, support for the duration, and an opportunity to talk with your fellow-listeners in a guided and supportive supervision session [probably by video link] on a routine basis.
2. You will have an understanding of how well being challenges impact on daily living, even in 'normal' times
3. You will understand and/or have some experience of the essential nature of confidential telephone support. You must be able to meet your caller without disclosing any information about them whatsoever to anyone who shares your household or in your personal life, and to save all general conversations about the role and how it is going, for supervision meetings with your peers. Individual concerns about individual people you are supporting must only be shared with your senior, named supervisor – i.e. CPFT Chaplains John Nicholson or Jane Pope, unless instructed otherwise.
4. You must be able to trust your own judgement and act wisely in sharing any concerns you have about the person you are supporting which need to be brought to the attention of your named supervisor - i.e. CPFT Chaplains John Nicholson or Jane Pope, unless instructed otherwise.
5. You must be able to use your wisdom in judging how much to disclose about yourself with your caller. Your name is needed, of course, but not where you live. We find that

a safe exploration of the things that matter in life 'outside of ourselves' is good', because it is a safe and manageable way of building that rapport that is so essential in making each call matter.

6. You must be good at allowing there to be silence, natural pauses, thinking time in the conversation because someone may simply want you to do the telephone equivalent of 'holding their hand.' And yet you must be someone who can 'hold the ropes' for someone to take time to 'let it all out', if that's what is needed.
7. You must have a telephone you can use.
8. You must be able to join the introductory briefing with John or Jane and be able to join it by video link.
9. You must be able to join the video linked peer supervision groups with John and Jane.

Does the volunteer need to drive	No
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8. Hours available for Volunteering:

9. What will we provide

Introduction to CPFT Heart and Soul Service On-going support from a named member of staff Additional training as required for your role

Equality and Diversity

The Trust is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination.

As a Trust we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the Trust is different and so should be treated in ways that are consistent with their needs and preferences.

Therefore all staff are required to be aware of the Trust's Equality and Diversity Policy and the commitments and responsibilities the Trust has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.