

# Spirit of Salford Emergency Response Volunteer (Spirit of Salford Stay In Touch Service)



## Role Description

### About The Spirit of Salford Stay in Touch Service

The Spirit of Salford Stay in Touch has been set up to support people affected by the COVID-19 pandemic and who are isolated, vulnerable or have very little social contact. It is a telephone based service whereby volunteers will make calls to people identified as needing regular social contact. The calls will be to enable people to feel 'connected' by having a voice at the end of the phone and feeling they are not alone..

### Purpose of the Role

The main purpose of the role is to provide support to individuals who are self-isolating by providing telephone support. Volunteers will offer a friendly voice to talk about everyday things such as the weather, TV, interests etc The calls are also to check in and ensure people have the support they need and their situation hasn't changed

### Duties and Responsibilities

This role involves:

- Being Available for 2 hours per day to make 30-minute calls for the number of citizens you support
- Being kind and respectful to your telephone contact
- Maintaining confidentiality and GDPR requirements
- Referring citizens to Spirit of Salford Helpline if they need any additional support
- Providing a daily update to the neighbourhood facilitator and highlighting any additional concerns
- Make referrals to the Spirit of Salford Helpline for additional support if needed.

## **Qualifications**

No specific qualifications are required

## **Skills & Experience**

- The ability to talk to people and be a good listener
- The ability to show empathy

Your life experience, both personal and professional will be of extreme value in this role

## **Commitments**

- You will need access to a contract mobile phone
- Hold a current DBS check or be willing to submit an application for one
- Agree to sign a confidentiality agreement
- Complete a Safeguarding Briefing & online suicide training

It is difficult to say at this time how long people will be needed for. We would anticipate that it will be for a few months at least or until the current situation changes and there is less likelihood of people feeling isolated.

You are able to step down at any time and we will make sure we refer any service users to another volunteer.

## **Benefits**

- You will have the opportunity to learn new skills and speak to a range of people.
- You will be contributing to the reduction of isolation for the most vulnerable
- You will be volunteering within a team of dedicated people
- You will be making a real difference in the community

## **Support & Supervision**

- We will provide you with a briefing and information before you start the role
- We have co-ordinators for you to speak to if you have any concerns along the way.

## **Re-imbusement of Out of Pocket Expenses**

Not applicable for this role