

Check in and Chat Volunteer Role Description

Role Title: Telephone 'Check in and chat' volunteer	Responsible to: Regional Welfare Manager
Where (Location):	To provide 1:1 Telephone Check in and Chat calls to an allocated person(s) for Racing Welfare.
Time commitment:	Flexible days depending on what you can offer but a minimum 1.5 hours per week.
Role:	To check in and chat with someone within your community who may be feeling lonely and isolated via telephone.
Responsibilities:	<ul style="list-style-type: none"> • To make contact via telephone with a person(s) with whom you have been matched on the agreed regular pattern • To give the person(s) some social interaction and emotional support through conversation • To stay connected with the organisation and feedback any concerns, that may need addressing
Qualities and Skills required	<ul style="list-style-type: none"> • A friendly, listening ear • Patience and a warm and friendly attitude • Willingness to follow current advice to keep yourself and others safe
Training and support	<ul style="list-style-type: none"> • Guidance Documents to read and refer to • Regular contact with your Racing Welfare contact (telephone or other) for support and guidance • To respond to service changes and requirements

Any other Requirements	Due to the vulnerable nature of the people we support we will require two references. A valid DBS will also be required and will be funded by the charity.
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Want to know more?

If you would like to find out more, please email kpanagarry@racingwelfare.co.uk. To find out more about what we do please visit us at www.racingwelfare.co.uk.