

Connect and Chat Telephone Volunteer

Weekly phone calls are one way we provide support to thousands of stroke survivors and carers every year. Connect and Chat Telephone Volunteers have a social chat with people over the telephone as part of our Here For You service. This can make a real difference to the well-being of people and can help people feel more connected and supported.

What the role involves:

- As a Connect and Chat Telephone Volunteer, you will make weekly 30-minute social telephone calls to someone affected by stroke for up to eight weeks. These calls are on a one-to-one basis, but you may support more than one person at a time.
- You may also signpost or encourage people to work towards accessing other support that is available to them, e.g. My Stroke Guide, the Stroke Helpline or other online or face-to-face support that is available for people affected by stroke e.g. Facebook groups etc.

Who the role might suit:

- To be an effective Connect and Chat Telephone Volunteer you need to be at least 18 years of age, have great listening skills and to be able to support, people in an empathetic and non-judgemental way.
- If you are someone who enjoys conversation, talking to new people and likes to try new things, then this role might be a good one for you.
- You will need to be flexible and adapt to the specific needs of the person you are supporting whilst working within agreed boundaries.
- You will need to have an email address, which you can access and use without support, and be comfortable accessing online training and support.
- You will have ongoing support from our staff but will spend much of your time working on your own so you will need to be someone who is comfortable working without direct supervision.

What the role can offer you personally:

- Being a Connect and Chat Telephone Volunteer means you gain practical experience of working with people who have been affected by stroke, an understanding of the effects it has on them, and the challenges they face.
- This activity can help individuals develop new skills with a well-respected charity which can improve their CV and employability.
- It offers you a chance to connect – on the telephone - with new people.
- Many of our volunteers feel like they are making a difference and giving something back.

Training for this role:

We provide all of our volunteers with training so they feel confident in the role and give the best possible support to people affected by stroke.

Mandatory training that you need to undertake for this role is:

- Telephone Support For People Affected By Stroke Training (two-hour Zoom session).

We also offer ongoing support and expenses where appropriate.

Where and when you would volunteer:

When you apply for the role we will ask you to tell us when you are available so we can connect you with someone suitable. As this a telephone-based service it does not matter where you are based as the service will be available for anyone in the UK.

A Disclosure and Barring Service (DBS) check in England and Wales and an Access NI check in Northern Ireland are **not** required for this role. In Scotland you **will** need to become a member of the Protecting Vulnerable Groups (PVG) scheme.

Our vision is for there to be fewer strokes, and for people affected by stroke to get the help they need to live the best life they can.

Our core purpose is to be the trusted voice of stroke survivors and their families. We want to drive better outcomes in stroke prevention, treatment and lifelong support for everyone affected by stroke.

**Volunteer and
make a difference.**

Find out more about stroke, what we do and how you can help:
stroke.org.uk or call our
Stroke Helpline: **0303 3033 100**.