

Lived experience support is one of a range of services we can offer to stroke survivors and carers and involves supporting others who may have a similar 'lived experience' or health condition. As a Lived Experience Telephone Volunteer with Here For You, you will regularly contact other stroke survivors or carers on the telephone to offer a listening ear and share your experiences of stroke or caring. In doing so you will help people to understand stroke and learn new ways to cope.

What the role involves:

- As a Lived Experience Telephone Volunteer you will make weekly 30-minute telephone calls to, a stroke survivor or carer, depending on your own 'lived experience' of stroke, for up to eight weeks. These calls will be 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 available for people affected by stroke e.g. Facebook groups.
- The people you will be supporting will often be in the early stages of their stroke journey (three - six months) so your 'lived experience' of being a stroke survivor or carer will be invaluable in helping others navigate what can be a frightening and uncertain time.

Who the role might suit:

- You will need to be at least 18 years of age and either a stroke survivor or a carer of someone who has had a stroke and be able to use that 'lived experience' appropriately to support others. You should be a minimum of one-year post-stroke or have at least one year's experience of caring for someone who has had a stroke.
- To be an effective Lived Experience Telephone Volunteer you'll need great listening skills and be able to talk to, and support people in an empathetic and non-judgemental way.
- If you enjoy conversation, talking to new people and like 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:

- As a Lived Experience Telephone Volunteer 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 you develop new skills with a well-respected charity which can improve your CV and employability.
- It offers you a chance to connect – on the telephone - with new people.
- Many of our volunteers feel they make a difference and give 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 (two-hour Zoom session).
- Using Your Lived Experience Effectively (45-minute 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 is 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.**