

Check in and Chat Volunteer

Could you help our patients to overcome loneliness and isolation in the community?

West London NHS Trust is at the forefront of developing and delivering a new model of Integrated community-based health care. We work closely with the Integrated Neighbourhood Teams to provide a multidisciplinary approach to patient care. Our patients in the community benefit from regular contact with others.

As a Check in and Chat volunteer you will provide friendly short term telephone and in person support to those who need encouragement to improve their well-being and overcome loneliness. You will also keep the patient up to date with their service support needs.

To be successful for the role, the following is required:

- Completed online volunteering application form
- An informal volunteering interview
- A DBS check
- X 2 references
- Completion of core and local induction training

What does the role involve?

- Contact patients as a befriender providing support with their emotional health and wellbeing, offer space to listen and reduce feelings of loneliness and isolation where relevant
- Contacting those recently discharged from hospital, has an existing health condition, experiencing social isolation or loneliness
- Contacting our diverse population of patients in person or by telephone, who have been identified as particularly vulnerable as they have little or no contact with others
- To signpost individuals to local support teams and/or community resources where appropriate
- To escalate any concerns which arise during the visits or phone-calls to your volunteer supervisor
- To record every contact with service users (including non-contact and successful contact), help that the service users have asked for and ensure this is shared with the team by the end of every volunteering shift.

- Adhere to the relevant policies and procedures of the Trust, including Infection control, Health and Safety, Safeguarding, Equality and Diversity, Data Protection and Confidentiality policies
- Opportunities to get involved in other areas of the Trust's work, including our NHS careers

Volunteers are not expected to be involved in any of the following:

- Clinical or medical treatments of any kind
- Psychological interventions
- Formal risk assessments

What skills and qualities do you need?

West London NHS Trust is committed to equal opportunities and welcomes applications from all sections of the community.

- Friendly approach, able to work with people with a wide range of backgrounds and interests
- Adaptable and willing to learn
- Experience or ability to work with clients with various health needs including mild dementia (desirable not essential)
- Ability to listen without judgement
- Have good interpersonal skills and interaction with people in a friendly and calm manner
- Tactful and diplomatic, especially in stressful/emotional situations
- Recognition of the importance of boundaries
- Have good interpersonal skills
- Be reliable
- Able to work as part of a team
- Able to complete tasks effectively and efficiently
- Able to commitment of once a week – we can be flexible with which days of the week.
- Committed to uphold [Trust core values](#) (**Togetherness, Responsibility, Excellence, Caring**) and NHS policies

What we can offer you

- A full induction, training or brief to your role
- On-going support and guidance from a member of staff
- The opportunity to develop your personal and professional skills
- The opportunity to get involved in other areas of The Trust's work, including NHS careers
- Provide you with a uniform
- Reimbursement of reasonable expenses

This role outline is binding in honour only, and is not intended to be legally binding

- The opportunity to contribute to our mission supporting outstanding patient care.

Time commitment

There is an expected minimum commitment of once a week between 10am-4pm for at least 3 months for this role

The general time options activities could occur (these are not specific scheduled shifts)

| | Morning | Afternoon | Evenings | Nights |
|------------------|---------|-----------|----------|--------|
| Monday | X | X | | |
| Tuesday | X | X | | |
| Wednesday | X | X | | |
| Thursday | X | X | | |
| Friday | X | X | | |
| Saturday | | | | |
| Sunday | | | | |
| | | | | |

Number of volunteers needed

We will need 4 volunteer(s) for this role

'West London NHS Trust is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.'