

Title: TalkTogether Volunteer Role Profile

Time Commitment:

We ask our volunteers to commit to a minimum of one 30-minute call each week for a minimum of a year wherever possible. You will have an opportunity to discuss your availability as part of your volunteer interview, including your ability to commit more time if desired.

Requirements of Role:

You will need access to the Internet, an email account and a telephone to become a TalkTogether volunteer. If you have a visual impairment, or a disability that may require specialist equipment or telephone/IT support, please highlight this on your application in question 2 and we will discuss this at your interview.

Overall purpose of role:

To provide a consistent and reliable 30-minute weekly telephone call to another beneficiary, encouraging and enabling them to become more confident and less lonely and isolated through your empathy and support. Crucially as a TalkTogether volunteer you will have the ability to engage in conversation with a beneficiary, building trust and confidence and sharing experiences.

You will be supported by the staff at the Thalidomide Trust and by other volunteers to ensure that together we can make a real difference to the lives of our beneficiaries.

What We Expect from You

- To undertake and complete the interview and training required for your volunteer role.
- To agree to a Disclosure and Barring Service check
- To undertake a 3-month probationary period.
- To make calls to your assigned beneficiary/beneficiaries at the time and day agreed by you and the Thalidomide Trust.
- To comply with the Thalidomide Trusts IT, Virtual Call Centre and other recordkeeping policies.
- To give the Volunteer Coordinator advance notice of any cancelled or re-arranged calls and absence (where possible).
- To report any problems encountered during your calls to the Volunteer Coordinator.
- To be aware that if the beneficiary you call needs practical help or advice, then the Thalidomide Trust can provide them with additional support and make referrals as appropriate.
- To adhere to the policies and procedures of the Thalidomide Trust service, including Data Protection, Confidentiality and Safeguarding.
- From time to time complete further training as necessary to support you and your volunteering role.

What You Can Expect From Us

- We will provide you with initial training and regular updates
- We will provide you with ongoing advice and support whenever you need it
- We will reimburse you promptly for any travel costs you incur if you attend a meeting or training event
- We will meet the full cost of all calls that are made
- We will provide you with regular feedback on your role and the service

Boundaries of the role:

As a volunteer – for both your own safety and that of the beneficiary – it is important that you keep within clearly defined boundaries of your role. Some important points to remember:

- Do respect the beneficiary's confidentiality by not discussing them with friends, family or other beneficiaries. You should only discuss their details with the Trust staff.
- Do not give out your personal contact details. It is very important that you remain in control of your own volunteering. Giving out your personal contact details could lead to the beneficiary contacting you at inappropriate times, which could be awkward for you and is not appropriate to this service.
- You must not accept or agree to accept any offer of gifts or services offered by beneficiaries or their family or relatives. Under no circumstances are volunteers to become party to being involved in the making of a beneficiary's Will. If you are called upon to provide support in this respect, refer to the Volunteer Coordinator for advice on the appropriate course of action.
- Do not offer to visit the beneficiary at home – even if they should live within a close travelling distance this is not permissible under the boundaries of the Thalidomide Trust TalkTogether service

VOLUNTEER PERSON SPECIFICATION

Knowledge/understanding		
	Essential	Desirable
A genuine desire to support beneficiaries.	✓	
An ability to deliver to and reflect the Thalidomide Trust values.	✓	
An appreciation of the impact of loneliness and isolation	✓	
An understanding of the need for beneficiary's confidentiality.	✓	
An understanding of the need to maintain safe working boundaries when working with beneficiaries	✓	

Skills/abilities		
	Essential	Desirable
Warmth, understanding, sensitivity and empathy	✓	
Good listening skills	✓	
The ability to be supportive and non-judgemental regardless of the beneficiary's age, race, sexuality, religion or life choices	✓	
To be willing to learn from your own and others' experiences.	✓	
Basic IT skills and access to the Internet from your own home.	✓	
An ability to communicate by telephone and build rapport	✓	
A commitment to empowering and enabling others.	✓	

Other		
	Essential	Desirable
To be able to make a regular commitment to the service for a minimum of 1 year.	✓	
Willingness to undertake further training and supervision as and when requested.	✓	
A commitment and an adherence to the Thalidomide Trust's Data Protection, Confidentiality and Safeguarding Policies	✓	