

## **Volunteer Role Description**

- Title:** Creative Conversations
- Role Summary:** To provide telephone support for socially isolated individuals through meaningful person centred conversations.
- Availability:** To be available at times mutually agreed with the user.

### **Volunteering tasks:**

- To attend an online workshop specific to the 'Creative Conversations Project'
- To liaise with the user's creative artist to discuss how you will work together with an identified user
- To undertake 20 minute telephone calls with the user, one at the start of the process and then between the artist's sessions to gauge the user's response and draw feedback
- To feedback to the creative artist and explore how the conversation can be developed
- To continue regular telephone conversations under the supervision of the creative artist
- To treat all user information received as highly confidential, only to be shared with those involved in the project for the benefit of the user
- To offer support only within the boundaries of your agreed Volunteer role
- To be polite and respectful in all dealings with users, their families or carers
- To undertake all planned calls within the agreed time

### **General:**

- To attend awareness and training sessions offered to support your volunteering
- To adhere to Age Friendly Melksham's confidentiality policy and other policies relevant to your role. (You will be given guidance).
- To promote understanding and support of the mission and values of Age Friendly Melksham CIC

### **Health & Safety at Work Act**

It is the responsibility of all volunteers to ensure that the requirements of the Health & Safety at Work Act are complied with, safe working practices are adhered to and that hazards are observed and reported as soon as possible.

### **Note:**

This role description will be reviewed periodically and may be amended according to the changing requirements of the Service.

Experiences and skills that will be helpful.

Abilities / Skills
<ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Excellent telephone manner</li> <li>• Ability to show initiative and to reflect personally on experiences</li> <li>• Ability to make and sustain effective relationships</li> <li>• Intuitive, ability to adapt to different personalities &amp; communication styles</li> <li>• Ability to listen and hear attentively, responding appropriately</li> </ul>
Qualities
<ul style="list-style-type: none"> <li>• Reliable</li> <li>• Calm and mature approach</li> <li>• Confident</li> <li>• Friendly &amp; welcoming</li> <li>• Non judgemental</li> <li>• Good team worker</li> <li>• A willingness to undertake training</li> <li>• Keen to develop own knowledge</li> </ul>