



Creative Conversations Volunteer Role Description

Role Summary:

To support a series of phone conversations for isolated older people over a 10 week period. You will be paired with a creative artist for the full 10 weeks and will call the participant every other week, with the artist calling on alternate weeks.

Availability:

To be available at times mutually agreed with the participant, the artist and within your own availability.

Volunteering Role:

- To receive training and a starter pack to support the phone calls, including how to 'hide' your phone number for safeguarding and any support from the CAW team needed.
- To carry out an introduction call in week 1 and a follow up call every other week, where the creative artist calls on alternate weeks.
- The commitment is about 30 minutes every other week per participant over the 10 week period.
- To complete the online google form in order to share any participant feedback with the creative artist to assist in their preparation for the following week's call.
- To treat all participant information received as confidential, only to be shared with those involved in the project for the benefit of the participant.
- To offer support only within the boundaries of your agreed Volunteer role
- To be polite and respectful in all dealings with participants, 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 Wiltshire Music Centre's confidentiality policy and other policies relevant to your role. (You will be given guidance).

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



Experiences and skills that will be helpful.

Abilities / Skills

- Excellent communication skills
- Excellent telephone manner
- Ability to show initiative and to reflect personally on experiences.
- Ability to make and sustain effective relationships.
- Intuitive, ability to adapt to different personalities & communication styles.
- Ability to listen and hear attentively, responding appropriately.

Qualities

- Reliable
- Calm and mature approach
- Confident
- Friendly & welcoming
- Non judgemental
- Good team worker
- A willingness to undertake training.
- Keen to develop own knowledge.