



Community Assistance Project

Listen and Connect Volunteer

Role Description

Listen and Connect is a telephone listening service for older people who may be experiencing feelings of loneliness and isolation. This service provides a safe space, where people are listened to, supported to explore the issues that are important to them, helping people consider whether they need support, but also identifying what brings them hope, purpose and a sense of belonging.

The primary role of a **Listen and Connect** Volunteer is to:

- Empathetically listen to callers and where necessary, signpost them at their request
- Talk to callers being non-judgemental, confidential and compassionate; and explore the issues that are important to them
- Provide our clients with time and space to listen to their stories and concerns, and offer reflection and support to help them find their own way forward
- Work from the comfort of your own home
- Provide resources and information as required
- Uphold and adhere to Age Cymru policies, specifically confidentiality and GDPR

Commitment:

- A minimum of one, three-hour shift per week, flexible to fit your schedule

Requirements:

- Age 18+
- Smart phone/laptop/tablet with headphones to download the phone system app
- Engage in all training and supervisions to enhance your understanding and delivery of the role
- We'll provide an enhanced DBS check

As a volunteer, you'll be fully supported and provided with a variety of excellent compulsory and optional training to enhance and develop your skills. Whatever your motivation for volunteering, we'll work with you to identify the opportunities you need to realise and achieve your goals.

It's amazing the difference you can make through simply listening to someone who may be experiencing feelings of isolation and loneliness. If any concerns arise, we'll be there to support you.

Volunteering can be a rewarding experience that offers personal fulfilment and satisfaction while helping others. If you're interested in becoming a **Listen and Connect Volunteer**, please contact us using the details below to find out more about this opportunity or scan the QR code above to register your interest.



www.agecymru.org.uk



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