

Telephone Heart Volunteer role description

Role title	Telephone Heart Volunteer
Reporting to	Programme Lead
Time Commitment	1-3 hours per week. Ideally for a minimum commitment of 12 months.
Purpose of the role	Under the supervision and guidance of the Programme Lead you will help support our Heart members by providing informative and helpful telephone calls.
What you will be doing	This role involves telephoning and letting our members know about our supports and signposting to other community supports that may benefit them. You may also need to escalate any concerns to the Programme Lead for example refer member for counselling. You will encourage members to join other supports on offer by the Irish Heart Foundation Patient Support Services to help them on their recovery journey.
Skills, experience, and qualities needed	<ul style="list-style-type: none"> • Being confident and comfortable working with members with a wide range of conditions. • Commitment to IHF's values. • Ability to work within IHF Safeguarding & Volunteering policies and guidelines. • A genuine interest in the welfare of our members. • Someone who is empathetic, friendly, honest, reliable and with integrity. • Excellent communication skills. The ability to actively listen with empathy and respond with encouragement and support. • Over 18 years of age. • Good IT Skills. • Fluent English is essential for this role.
What you could get out of it	<ul style="list-style-type: none"> • Comprehensive induction, training, and ongoing support. • Being part of a friendly and diverse team. • Reference • Access to our EAP

<p>Other relevant information</p>	<p>This role requires the volunteer to have a Garda Vetting check. Guidance on how to do this will be provided by the IHF Volunteer Programme Team</p>
<p>Benefits of Volunteering with The Irish Heart Foundation</p>	<ul style="list-style-type: none"> • Full training provided & ongoing support and guidance. • Insights and understanding about social inclusion issues • References provided upon completion of required period of service. • Experience of working with a national charity and to be part of our volunteer community • Employee Assist Programme (EAP) for you and your family • Make a valuable contribution to heart patients and stroke survivors recovery journey • Opportunity to progress into other roles
<p>What to do if you're interested</p>	<p>Email ihfvolunteer@irishheart.ie</p>