

Let's Talk Telephone Volunteer role description

Role title	Let's Talk Peer to Peer Volunteer
Reporting to	Volunteer Programme Coordinator
Time Commitment	1-3 hours per week. Ideally for a minimum commitment of 12 months.
Purpose of the role	We are looking for volunteers to support our members through peer-to-peer telephone calls, particularly by discussing their shared experience living with heart disease or stroke.
What you will be doing	<p>Volunteers will help support our members with a shared experience of living with stroke by telephoning our members at a time agreed by you and the member.</p> <p>As a peer-to-peer volunteer you understand the practical and emotional challenges our members face, and you can offer advice and peer support to help increase their confidence and help rebuild our members life after stroke or heart disease and encourage members to join other supports on offer by the Irish Heart Foundation Patient Support Services.</p>
Skills, experience, and qualities needed	<ul style="list-style-type: none"> • A lived experience of heart disease or stroke is recommended for this role to provide members with a peer to speak with. • 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.

<p>What you could get out of it</p>	<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>