

## Telephone Stroke Connect Volunteer role description

<b>Role title</b>	Telephone Stroke Connect Volunteer
<b>Reporting to</b>	Programme Lead
<b>Time Commitment</b>	Up to 3 hours per week min with a min caseload of 5 members. A minimum commitment of 12 months as this is one of our core services.
<b>Purpose of the role</b>	Under the supervision and guidance of the programme lead and regional coordinators you will provide a health and wellbeing weekly telephone support call to our members for an agreed period.
<b>What you will be doing</b>	<p>You will offer both a listening ear and health and wellbeing or social contact on a weekly basis. You will have your own caseload of members to contact weekly to check in on their well-being and support them with any goal setting on their recovery journey.</p> <p>You will escalate any concerns or a red flag issues back to your programme lead to action.</p> <p>Full training is provided and ongoing support and supervision is provided.</p>
<b>Skills, experience, and qualities needed</b>	<ul style="list-style-type: none"> <li>• Being confident and comfortable working with members with a wide range of conditions.</li> <li>• Commitment to IHF's values.</li> <li>• Ability to work within IHF Safeguarding &amp; Volunteering policies and guidelines.</li> <li>• A genuine interest in the welfare of our members.</li> <li>• Someone who is empathetic, friendly, honest, reliable and with integrity.</li> <li>• Excellent communication skills. The ability to actively listen with empathy and respond with encouragement and support.</li> <li>• Over 18 years of age.</li> <li>• Good IT Skills.</li> <li>• Fluent English is essential for this role.</li> </ul>
<b>Other relevant information</b>	*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>*With this role volunteers are asked to use their own mobile phone with an unlimited plan.</p>
<p><b>Benefits of Volunteering with The Irish Heart Foundation</b></p>	<ul style="list-style-type: none"> <li>• Full training provided &amp; ongoing support and guidance.</li> <li>• Insights and understanding about social inclusion issues</li> <li>• References provided upon completion of required period of service.</li> <li>• Experience of working with a national charity and to be part of our volunteer community</li> <li>• Employee Assist Programme (EAP) for you and your family</li> <li>• Make a valuable contribution to heart patients and stroke survivors recovery journey</li> <li>• Opportunity to progress into other roles</li> </ul>
<p><b>What to do if you're interested</b></p>	<p>You can visit our website page for more information on all our volunteer roles by <a href="#">Clicking this link</a> and at the bottom of the page you can complete our volunteer expression of interest form to get you started on your volunteering journey.</p> <p>Or</p> <p>You can also email our volunteer programme team for more information on how to start your volunteer journey on <a href="mailto:ihfvolunteer@irishheart.ie">ihfvolunteer@irishheart.ie</a></p>