

# Volunteer Role Profile



Volunteer Role

**Waiting Well Phone Support Volunteer**

Volunteer Manager

**Volunteer Manager**

Where you will be based

**Community**

## Why we want you

As a British Red Cross Waiting Well Phone Support Volunteer, you will support patients and service users by offering emotional support over the phone; using scheduled calls helping people to stay safe in the community, signposting them to specialist services or further support. You will have access to the British Red Cross telephony system and all necessary training will be provided.

## What you will be doing

- Making outgoing phone calls to service users referred to the service
- Offering reassurance and emotional support to service users; actively listening to their situation and checking in on their wellbeing
- Signposting service users to partner agencies or specialist services as appropriate
- Being aware of the potential for the need to escalate a safeguarding concern to colleagues
- Ensuring that all personal data is kept safe and used appropriately

## The skills you need

- Able to adopt a person-centred approach
- Able to support any service user in a calm, empathetic and reflective manner, creating a safe and open space
- Reliable and able to consistently follow processes that relate to the role
- Willing to uphold the Fundamental Principles of the International Red Cross and Red Crescent Movement, and the Values of the British Red Cross, and adhere to the organisation's Equality and Diversity Policy

## What's in it for you

- An opportunity to support an essential response as part of the world's largest humanitarian organisation, and the knowledge that you are making a difference to service users and our health services
- Meet new people and be part of a dynamic and inclusive team
- A great opportunity to develop your existing skills and to gain new ones
- Reimbursement of out-of-pocket expenses when on duty
- Being a volunteer for the British Red Cross means that you can proudly say you are part of the world's largest humanitarian organisation, and one of our 13 million volunteers across the world.