



South Yorkshire Chaplaincy Listening Service

VOLUNTEER WELLBEING LISTENER ROLE DESCRIPTION

Role purpose: To offer companionship, conversation and a listening ear while conducting wellbeing checks to identify any emerging concerns for housebound patients.

Our Wellbeing listeners provide a listening ear to those they are serving. At our core is the Christian ethos to care holistically for people, demonstrating each individual's value.

Role description:

- We are looking for people comfortable with providing support over the phone.
- To work in a person-centred manner, being clear about confidentiality and organisational/interpersonal boundaries.
- To ensure that outcomes records and evaluation processes are kept up to date
- To fulfil the duty of care to report immediately to the Safeguarding Officers any child protection concerns rising from the listening session conversations. It will then become the responsibility of the Safeguarding Officers to determine the most appropriate course of action.
- Representing SYCLS in a positive manner
- Attending ongoing training and CPD events
- Following the organisations safeguarding procedures
- Following signposting processes
- Be available at least once a month for 2hrs on a Monday, Tuesday or Wednesday in the morning or afternoon.

Person specification:

- To have completed and passed SYCLS 3 Listening training courses
- To have completed at least Level 1 Safeguarding Training
- To have a satisfactorily returned DBS check as appropriate to the role volunteering for
- Volunteers should be willing to commit to a few sessions to become comfortable with the role and overcome any initial unease.
- Prior experience with phone support or helpline services is ideal but not required.
- To have an understanding and empathy of the needs of the lives of the clients
- Reliable and committed
- Able to work independently and flexibly
- Ability to be supportive, non-judgemental and accepting of others.
- Good verbal communication skills – comfortable with interacting with a diverse range of people, in a positive and respectful way.
- Uphold SYCLS vision and ethos including accountability.



Safeguarding Responsibilities:

- Be aware of safeguarding policy of organisation and of regulations of SYCLS
- To know the identity of Safeguarding Officers
- Be proactively alert to indicators of potential safeguarding issues and report these immediately in accordance with the procedures of SYCLS.
- Be aware of the Safeguarding Policy of the organisations we partner with
- Attend training related vulnerable adults and teenagers as appropriate to your role.
- Engage in safe practice to safeguard children & young people & vulnerable adults.
- SYCLS is fully committed to safeguarding the welfare of children & young people & vulnerable adults and expects the same from its volunteers, employees & representatives.

Contact roxy@sycls.co.uk for more information and a volunteer application pack