

Thank you for your interest in becoming a Staying Connected volunteer.

As a volunteer, you will be providing a fantastic and valuable service to residents across our communities to prevent them from feeling alone or isolated; and you will also benefit from building a new friendship with someone you may never otherwise have met!

As well as the feel-good factor of keeping someone connected to the world around them and building new friendships; being a volunteer offers you so much more.

We'll be with you every step of the way. Our fantastic Staying Connected Team will be there to support you in getting set up and ready to make the calls, to support you if any issues arise whilst making the calls and we also have our Employment and Skills Team on hand if you want to see how you can convert your transferable skills to additional or new opportunities.

So... what are we looking for, and what is involved?

At Staying Connected we're looking for people who have the following key skills:

- Excellent listening skills
- Enjoy a good phone call, and a general natter
- Respectful
- Reliable
- Patient
- Understanding
- Ability to show empathy

This is what we'd expect from you as a Staying Connected volunteer:

- Making time for a 30-minute call on the same day and time each week.
- A commitment to volunteering with us for a minimum of six months.
- Complete a basic DBS check before starting.
- Willingness to complete initial, and ongoing Staying Connected training.
- Adhere to confidentiality.
- Keep brief notes of your call.
- Making us aware if you or your telephone service user needs any support.
- Letting us know promptly if you're unable to make your weekly call.
- Agreeing to our Karbon Homes' volunteer terms and conditions.

This is what you can expect from Karbon Homes

- Full training on how to complete your calls, and what to do if you or your service user needs support.
- Monthly contact to check to see how you are doing.
- Fully pay for your DBS check.
- Mobile phone to complete your calls, so you don't need your own device, or use your own credit/ data.
- Support from our Employment and Skills Team to get started as a volunteer if you require it, or next step support if volunteering is the start of your journey.
- Reference provider for any future/ additional opportunities you wish to undertake.