

Irish Chaplaincy Seniors Outreach Role for befriending support through visits and calls.

Revised January 2023

The Irish Chaplaincy's Seniors Project is an outreach effort to enable volunteers to make in person or telephone contacts with Irish seniors to ensure they have someone to talk to and to share their hopes and concerns with. The Chaplaincy's outreach service offers a lifeline to many vulnerable, older Irish seniors who experience loneliness and isolation. Our outreach efforts serve multiple purposes. It's friendly call/visit to check-in with seniors and to engage with them and listen to their stories and concerns. Over time, these contacts help build relationships with the seniors. It also helps us to monitor, support and advocate for them by listening and passing on any concerns. It sounds very simple, but these calls/visits help make a significant impact on their wellbeing.

The role

Main Purpose. To listen to and support isolated Irish Seniors in person or over the phone.

What we ask of you

- To make a periodic visit or phone call to an Irish senior (or seniors) in greater London
- To offer practical, emotional and if requested spiritual support, regardless of their religious background and respecting their religious outlook. This may include some bereavement support which you can discuss with the Chaplaincy team.
- To submit a brief report via the Chaplaincy's online reporting platform after every visit or call, to record and store information regarding the wellbeing of each senior and any necessary follow-up or support needed. We expect this to be completed within twenty-four hours after a visit or a call.
 - To adhere to the policies and practices of the Chaplaincy and in particular to our safeguarding policy. These policies will be provided and discussed at your volunteer induction.
 - To keep the Chaplaincy Seniors Project Manager or Pastoral Outreach Worker informed of any critical issues, needs or requests that arise from calls or visits
 - To commit to an initial six months of volunteering.

What skills will you need to bring?

Reliability is a key requirement – keeping to appointments made and reporting on visits and calls. The ability to listen to, relate to and empathise with an older person

Availability: There is some flexibility on timings of visits or calls – it could be an hour or two every week or every month. Times of visits to be arranged with Senior.

Location: Calls can be made from home while visits may be at a residence or care home

Responsible to and supported by: Chaplaincy Seniors team

- Patience and good communication skills
- The ability to talk and chat about a variety of topics
- Ability to give and to accept support as part of a team
- Be reliable, sympathetic and trustworthy
- Be able to work on your own initiative
- A positive, supportive and cheerful manner

What we offer you, what you can expect from us.

- A short induction (which may be carried out on-line) and on-going support from the Chaplaincy Seniors team. This will include how to use our online reporting platform.
- Ongoing support from a named member of the Seniors team throughout your volunteering with us.
- Two training sessions a year when you can meet with other volunteers and the Seniors team (in-house)
- Additional training / support opportunities offered by partner organisations.
- Invitations to Chaplaincy events – on-line or in person.
- Personal Liability Insurance through the Chaplaincy's insurance.
- Expenses. We will reimburse you for expenses incurred in your voluntary work.