

Companionship Volunteer

Role description

Outline of role

Life-limiting illness, caring responsibilities, dying, death and loss can all affect a person's sense of connection to others. Companionship Volunteers offer social support reducing the risk of isolation and loneliness.

As a Companionship Volunteer, you will offer light-touch, friendly support to people who may have a life-limiting illness, caring responsibilities, or are impacted by loss. You will be alongside someone offering a listening ear, positive conversation, and regular connection. Support may take place face-to-face or remotely, depending on the person's needs and the agreed boundaries of the role.

Key Information

- Part of the Community Partnerships & Inclusion Team
- Supported by a Compassionate Communities Coordinator
- Based within the local community
- Flexible volunteering commitment agreed around availability

Role tasks

- Offer a listening ear and positive conversation
- Provide agreed support through home visits or phone calls or correspondence
- Help people feel more connected and less isolated
- Respond sensitively to conversations about life-limiting illness, caring, dying, death, and loss
- Keep basic records of hours volunteered and share relevant updates or concerns with the Community Partnerships & Inclusion Team

Skills, experience and personal qualities

- Good communication skills
- Self awareness and compassion
- Warm and respectful manner
- Ability to maintain boundaries confidentiality, and basic records
- Emotionally resilient and comfortable with conversations about dying death and loss

What you'll gain from volunteering

- Training specific to role
- Buddying and peer-to-peer support
- A sense of belonging and purpose
- Confidence and advanced communication and listening skills
- Satisfaction in using, and growing, your skills to contribute to the work of St Michael's Hospice and make a meaningful difference to someone who may be at risk of isolation

Learning requirements

Statutory training module	Method	Renewal
Equality, Diversity & Inclusion	Volunteer Welcome Session / e-learning	3 years
Safeguarding Adults Level 1 Hand Hygiene Moving & Handling Level 1 Health, Safety & Welfare Fire Safety Level 1	Companion Role Induction	Annual refresher

Mandatory:

Volunteer Welcome Session (2.5 hrs)

Companion Role Induction (5 hrs)

ID Badge

Support

You will be supported by a Compassionate Communities Coordinator and will have regular catch-ups to provide guidance and ensure you feel confident in your role.

DBS check and references

- Two references required: one from work, education or volunteering, one character reference from someone who knows you well (not a family member).
- Remote support: Standard DBS
- Face-to-face support: Enhanced DBS with Adult Barred List check

Read and agreed by (print name)	
Signed:	
Date:	