



## Good Morning Volunteer Role:

The Good Morning scheme was set up to promote the involvement of volunteers to telephone isolated and vulnerable older people living in the Armagh City & District, Banbridge, Craigavon and Dungannon & South Tyrone Borough Council areas.

### Project aims & objectives:

- to provide individual support and reduction of feelings of isolation through daily calls from volunteers
- to encourage involvement in the community through news of events/clubs/projects in the area that may be of interest to the service user
- To alleviate feelings of vulnerability to crime through regular consistent contact with the volunteer and project staff
- To build genuine friendships
- To provide signposting and other telephone support services

## What volunteers do

### Personal:

- Telephone the person on a daily basis - have a chat, offer a listening ear
- Keep them up to date with local events & services
- Offer guidance/ friendly chat; thereby relieving isolation and reducing fear of crime
- Provide information and signposting to other support services

### Health and safety:

- Inform key contacts if the service user (with consent if appropriate), does not answer their call at the arranged time
- Use hygiene hand gels/wipes before and after using all systems i.e computer, headsets etc...
- Inform the Project Officer immediately of any problems or concerns
- Participate in project and other relevant training

### Communication

- Keep the Project Officer up to date with any changes in the service users details
- Return all Project progress forms in good time
- Submit regular expense forms for travel to and from the office.

## Community&Voluntary Services

### What Volunteers don't do

- Take on any extra duties as part of the Good Morning project without first consulting with the Project Officer
- Discuss, record or pass on any personal information pertaining to the service user to anyone outside of the project

There is no typical volunteer; volunteers come from a range of backgrounds: all we require is that people have time to listen and show a caring interest in others who need extra support.

New volunteers *must* complete an Access NI form and be willing to attend preparation/training courses, these are designed to equip volunteers with all they need to know about their telephone service role, however, the project staff are keen to hear ideas around additional training that may be useful.

We also offer volunteers regular support and provide a variety of other training options and activities within the Project.

Volunteers are encouraged to claim regular expenses, this can include the cost of travel to and from the office, and also the cost of parking while fulfilling your volunteer role.

For further information, contact:

**Seamus.**