

# Explore Together

## Volunteer role profile

### Background

Suffolk Libraries is an independent charity which is contracted by Suffolk County Council to deliver the library service throughout Suffolk.

The Explore Together service is a free telephone service for people who are feeling lonely, isolated and looking for social interaction. Our volunteers will reach out to those requesting the service to find out a bit more about them, their interests and hobbies and then suggest some local activities or opportunities that might be of interest.

Calls can continue on a regular basis to see how the person requesting the service is getting on. By the end of 6 months, it is our aim that together we will have found some great activities for our service users to get involved with.

### Commitment

The level of commitment for this role is approximately 2 hours per fortnight.



### Key elements of the role

- Undertaking the appropriate training workshops, together with completing any compulsory online courses required
- Using the skills learnt through the training programme to initiate conversations with those requesting the service
- Connecting people to activities and other services to help and support their emotional and practical needs
- Carry out research and look into suitable activities/resources available locally (with support and guidance from the Wellbeing team)
- Signpost to other services where appropriate
- Letting us know if you need any support
- Follow all safeguarding procedures and inform us of any concerns of participants wellbeing
- Completing call logs with basic data

### Person specification

- Excellent at communicating
- Able to maintain confidentiality, discreet and trustworthy
- Able to communicate effectively with Wellbeing team and Volunteer Engagement Manager
- 18 years of age and over
- Friendly and empathetic
- Committed
- Approachable and able to listen carefully
- Confident and able to sign post to other services