



Volunteer Handbook

June 20th 2023

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INTRODUCTION

HEAR4U is a team of volunteer listeners. These are largely, but not uniquely, gathered from faith groups within the two Churches Together teams in Broxbourne. Headed by a small Steering Group, HEAR4U takes referrals from a range of agencies, including NHS Social Prescribers, and provides listening settings which hopefully meet the needs of those referred clients, for example 1:1 listening in a room within a church or similar setting, where others are present within the building, and where clients benefit from a same-gender listener.

If HEAR4U volunteers feel that clients would benefit from further support, they will refer the clients back to the referrer.

AIMS

- To give time and a listening ear to local people who need help to think through their problems.
- Through active listening, to support people to make their own decisions about taking positive steps forward in their lives.
- To provide a valued resource for our referring partners
- To reduce the burden of anxiety in the local community.
- To reflect Christian faith in action.

OBJECTIVES

- To develop a team of skilled volunteer listeners.
- To encourage and support the volunteers, with appropriate supervision.
- To provide regular training, updates and opportunities for feedback.
- To keep close communication with our referring partners, learning from them and sharing with them

VALUES

- **Hospitality.** To be person-focused, giving time and space to every individual, valuing them as they are, in confidential settings. Giving our clients space to be themselves and to feel comfortable with us, in our venues and in our presence. *“Listening is the highest form of hospitality. Hospitality is not to change people, but to offer them space where change can take place.” [Henri Nouwen]*
- **Reciprocity.** To be open to giving and receiving, recognising our clients can give to us as much as we can give to them. We are not here to “fix” people, but to love them as they are. *“The gift of being a good listener offers the other to be: enfolds them in a safe place, does not judge or advise them, accepts them as they are without desiring to change them, and communicates support at a level deeper than words.” [Gerard Hughes]*
- **Equality and Diversity,** valuing all in our community. We listen to people from all faiths and none. We seek to ensure all our activities are free from discrimination or prejudice, and that we are non-judgemental towards our clients and volunteers. *“A safe space for the speaker to tell their story, to be heard, where affirmation is achieved through the reflective process as the speaker hears their own words.” [Acorn Trust].*

HOW THE HEAR4U LISTENING TEAM WILL WORK

REFERRALS

The Hear4U Listening team receive **referrals from front-line workers** who are seeing people from the local community every day. These include the NHS Social Prescribers who work with GPs, the HABS* and CHEXS* teams who work with children and families, the Family Centre, and the Community Navigators, who support people coming out of hospital. They send a referral via the online Frontline system to the Hear4U administrator (Jacqui Gifford, hear4uhoddesdon@outlook.com Tel 01992 462127).

MATCHING REFERRALS WITH LISTENERS

The Hear4U administrator matches the referral with a listener, where possible matching them by availability, location, and gender. She contacts the client and arranges an appointment for them at a time and location which suits them. She gives the client her office phone number and the phone number of the location, in case they need to phone to cancel, or have travel delays etc. She then informs the Listener of the appointment.

LOCATIONS

The locations for the Hear4U teams to undertake the listening is mainly in church buildings, and the timing of the listening sessions should be organised when there is someone else (eg the church administrator) in the building, for safeguarding purposes.

The locations, and when they would be available with an administrator present, are:

- St Catherine and St Pauls Church, Hoddesdon – 9.30am until 1.30pm, Monday to Friday. 01992 462127
- St Cuthbert's Church, Hoddesdon – Tuesdays 10.00am until 3.00pm. Fridays 1pm – 5pm 01992 466690
- St Joseph's RC Church, Waltham Cross – 9.00am - 12.30pm, Mondays, Tuesdays, Fridays 01992 62315

Other locations may be found, as the work of the team develops.

HOW MANY SESSIONS?

Many clients will have sorted out the issues they are working through by having one listening session, lasting up to an hour. The sessions should be **no more than an hour**, which includes up to 45 minutes listening, along with time for introductory words, drinks, and closing words.

For some people, it could be helpful to have more than one session. As a general rule, we suggest that people have **no more than three sessions**, although this is up to the discretion of the listener. If you feel that a fourth or fifth session might really help your client, then do offer this. If they still need further help, they should be referred back to the referrer, using the Frontline system. **If you have agreed further sessions with a client, then you should let Jacqui Gifford know, so she is aware of your caseload, and can inform the venue.**

**HABS = Hoddesdon and Broxbourne Services, CHEXS = Cheshunt and Waltham Cross Services. These two services link with local schools, and work with children and families in need of support*

SETTING UP THE SESSION

Arrive early for the session, so you are well prepared. It is important to be welcoming to the client, who will probably be feeling nervous, and to have prepared the room so that it looks as comfortable as possible. Ideally, sit on easy chairs. A low coffee table between you would be fine. Have a box of tissues on the table, in case

there are tears, and a jug of water and glasses available. Offer a hot drink. The time you take to make the drink will give the person time to acclimatise to the room and get their thoughts together. Have a clock on the table, with its face pointing in your direction, so you are aware of the time.

Explain:

- that you are there to listen, and to help the person work out how they can move forwards.
- that all that is said in the room will be kept confidential.
- if a safeguarding issue is disclosed, this will need to be reported so the appropriate help can be given
- that the session will last up to 45 minutes

Listen, using the Six Stages of Listening (Page 5)

- Warn the client when there are 10 minutes left, if appropriate.
- At the end of the session, discuss with the client if they need a further session, explaining that people can have up to 3 sessions. Clients do not have to decide there and then, but Jacqui, our administrator, will contact them within a week or so to confirm another appointment or close the case.
- Fix a date for the next session, if needed.
- After the session, inform Jacqui Gifford (hear4uhoddesdon@outlook.com) whether this client is having further sessions, and agree the date and venue of the next session as appropriate.
- Complete an end of sessions form (Page 22) and return this to Jacqui Gifford

WHAT IF THE PERSON NEEDS OTHER HELP?

As you are listening to someone, you may become aware that they need other help than you can give. For example:

- They may have more complex psychological problems than had initially been identified. Such people need referring back to the referrer (using the form on Page 23), so they can get **professional psychological help**.
- They may just want someone to talk to, and do not have any problems they want to sort through in their minds. Such people could be referred on to a **befriending service**. Again, this can be done by sending them back to the referrer (form on page 23)
- They may disclose a **safeguarding** issue. In that situation, you should let them know that you need to alert the relevant people. Contact Paula Clark, the Hear4U Safeguarding Officer. (See the Safeguarding Section, Page 9).

COMMUNICATION WITH THE REFERRER

It is important that there is good communication between the Listener and the Referrer, so they can work together in partnership to help the client.

WHO TO TALK TO IF YOU HAVE A PROBLEM

Each Listener will have a **Supervisor** who they can talk to if they have a problem. (See the section on Supervision on Page 7). It is hoped that mutual peer support will develop within the team. There will be sessions for the Listeners to get together two or three times a year, for updates, mutual learning and support.

THE SIX STAGES OF LISTENING

Mirroring

1. Accurate reflection with résumés of content
2. The Summary
3. The Essence Question:
Out of all you have been saying, what is most important?
Reflect back the answer.
4. The Action Question:
Is there anything you would like to do about it?
Reflect back the answer.
5. The Feeling Question:
Now we are finishing, can you say how you are feeling?
Reflect back the answer.
6. Closure



JOB DESCRIPTION FOR VOLUNTEER LISTENERS

HEAR4U LISTENER

SUMMARY OF ROLE

To be part of the Broxbourne Churches Together Listening Team, Hear4U, giving time to people who need a listening ear. You will provide one-to-one listening support for clients.

TRAINING

All volunteer Listeners will need to be trained on the Counselling Foundation Listening Course, which is run on Zoom over two evenings. They will also need to do online C1 Safeguarding Training, and an in-person training session on how the service is run.

DBS CHECK

All volunteer Listeners will need a DBS Check.

THE ROLE

The Listening Team will receive referrals from NHS Social Prescribers, the HABS and CHEXS Teams, the NHS Navigation Service and the Family Centre.

The Hear4U Administrator will allocate a client to you and will organise the appointment to suit your availability. Where possible, a female listener will listen to a female client, and a male listener will listen to a male client.

The listening sessions with a client will be limited to one hour. You may need to listen to the same client up to three times at intervals, before he or she has come to a place of mental resolution.

Some clients may need more professional help, and you would refer them back for that help.

SAFETY

The listening venues will always be places where at least one other responsible person is present, should you need help for any reason.

MENTORING

You will be allocated a supervisor, who will help you debrief after seeing a client.

YOUR ATTRIBUTES

We will be looking for the following attributes in members of the Listening Team

- A naturally good listener
- An uncritical spirit
- Patience
- Perceptive awareness of body language and mood

SUPERVISION

WHAT?

This word *supervisor* needs a little explanation – it is commonly used in the world of counselling and social care but is not the same as management. Your supervisor is not your manager, as they might be if you were thinking of how this word is used in a factory or an office setting.

Instead, the supervisor is someone who is one step removed from the organisation, so that they can bring a certain independence of thought. Sometimes this is made clear by using the phrase **external supervisor**.

The supervisor is not there to advise, but to listen, in much the same way as we are learning to listen to those who use our service. So, the model is that the expertise rests not with the supervisor, but with the listening volunteer who is bringing their issue to the discussion.

Certain local clergy in the borough of Broxbourne have volunteered their services as supervisors.

WHY?

It would not be good practice to leave our volunteers on their own with this work. We expect that some of our clients will be bringing very painful issues and dilemmas to the table, and as listeners we may need a chance to offload some of that pressure safely. Supervision also offers our organisation a layer of protection and accountability: if a volunteer felt that they were badly used or unsupported, they may not want to bring a complaint to those running the show, but someone who was independent could remain impartial.

HOW?

The supervisors are allocated a certain number of volunteers each, and are available to meet with their volunteers when they feel the need. They will aim to meet for an hour at a mutually convenient place, and to listen to the listener. The conversation will remain confidential within limits – if a safeguarding issue were to arise, the supervisor would need to follow appropriate procedures to ensure that no one was at risk.

If necessary, the supervisor could signpost the volunteer listener to appropriate sources of help and support, if the supervision session itself was not sufficient.

There is a co-ordinator (currently Nick Sharp) who periodically arranges meetings of the supervisors to discuss how the system is working and make changes if necessary.

All supervisors will have DBS clearance by virtue of their roles as clergy. Hear4U's safeguarding officer will record that their DBS clearance is current and retain the information on file.

APPENDICES

SAFEGUARDING POLICY

As a Christian organisation Hear4U will follow the Safeguarding Policy of the Church of England. The Church of England, its Archbishops, Bishops, clergy and leaders are committed to safeguarding as an integral part of the life and ministry of the Church.

Safeguarding means the action we take to promote a safer culture. This means we will promote the welfare of children, young people and adults, work to prevent abuse from occurring, seek to protect those that are at risk of being abused and respond well to those that have been abused. We will take care to identify where a person may present a risk to others, and offer support to them whilst taking steps to mitigate such risks.

Hear4U will be committed to Safeguarding policy and practice which is consistent across all Church bodies. We recognise that as an organisation associated with the Church we have a vital role to play as we undertake our listening services. Listening services will only bring us into contact with adults, however, there could be a situation where a disclosure is made that relates to a young person or child. We will take appropriate steps to maintain a safer environment for all and to practice fully and positively Christ's Ministry towards our clients; to respond sensitively and compassionately to their needs in order to help keep them safe from harm.

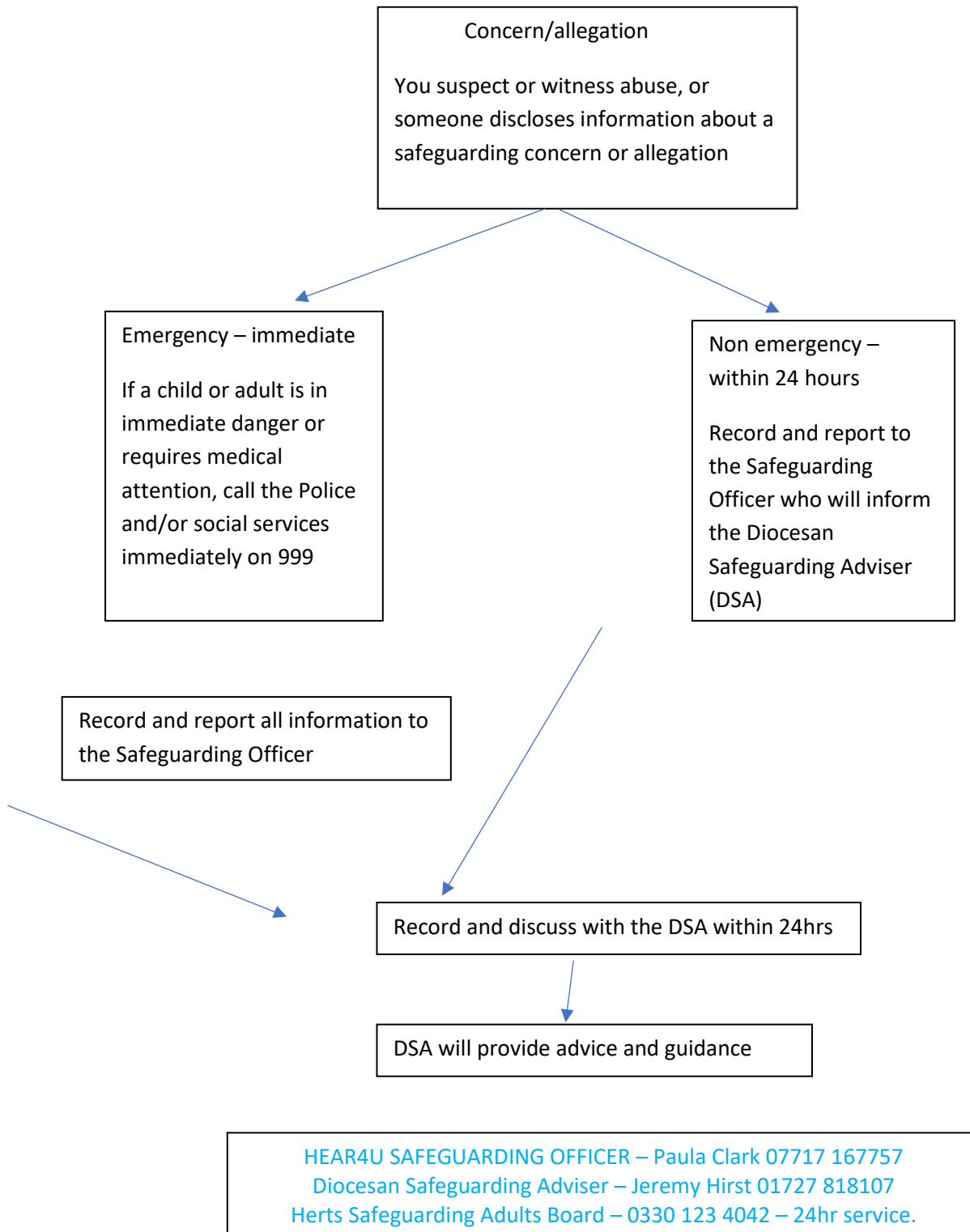
The Church of England safeguarding policy offers 6 overarching policy commitments:

- Promoting a safer environment and culture
Hear4U will carefully assess the environments where our listening activities take place to ensure the safety of our volunteers and our clients. We will treat all volunteers and clients with respect and dignity ensuring a person-centred approach.
- Safely recruiting and supporting all those with any responsibility related to children, young people and vulnerable adults
Hear4U will use the safe recruiting procedures in respect of safeguarding for the Church of England including vetting procedures. We will ensure our volunteers receive the appropriate training, guidance and supervision for the roles they are undertaking to give them the confidence and skills they need for the role.
- Responding promptly to every safeguarding concern or allegation
Anyone who brings any safeguarding suspicion, concern, knowledge or allegation either current or non-current will be responded to respectfully and in a timely manner. Hear4U will ensure that every concern raised is given the appropriate attention and is reported without delay to the Safeguarding Officer and through them to the Diocesan Safeguarding Adviser. Hear4U will co-operate fully with any statutory authorities.
- Caring pastorally for victims/survivors of abuse and other affected persons
Hear4U will seek to respond in a supportive and compassionate way to the needs of those who have suffered abuse and identify appropriate agencies for referral.
- Caring pastorally for those who are the subject of concerns or allegations of abuse and other affected persons
Hear4U will seek to respond in a supportive and compassionate way to the needs of those who are subject of concerns or allegations and identify appropriate agencies for referral.
- Responding to those that may pose a present risk to others

Hear4U will take responsibility for ensuring that steps are taken to protect others if any volunteer or client is considered a risk to children, young people and vulnerable adults.

Please see this link for the full policy [Promoting-a-Safer-Church-2017-Safeguarding-Policy-Statement-of-the-Church-of-England.pdf \(anglican.org\)](#)

WHAT TO DO IF A CONCERN IS RAISED



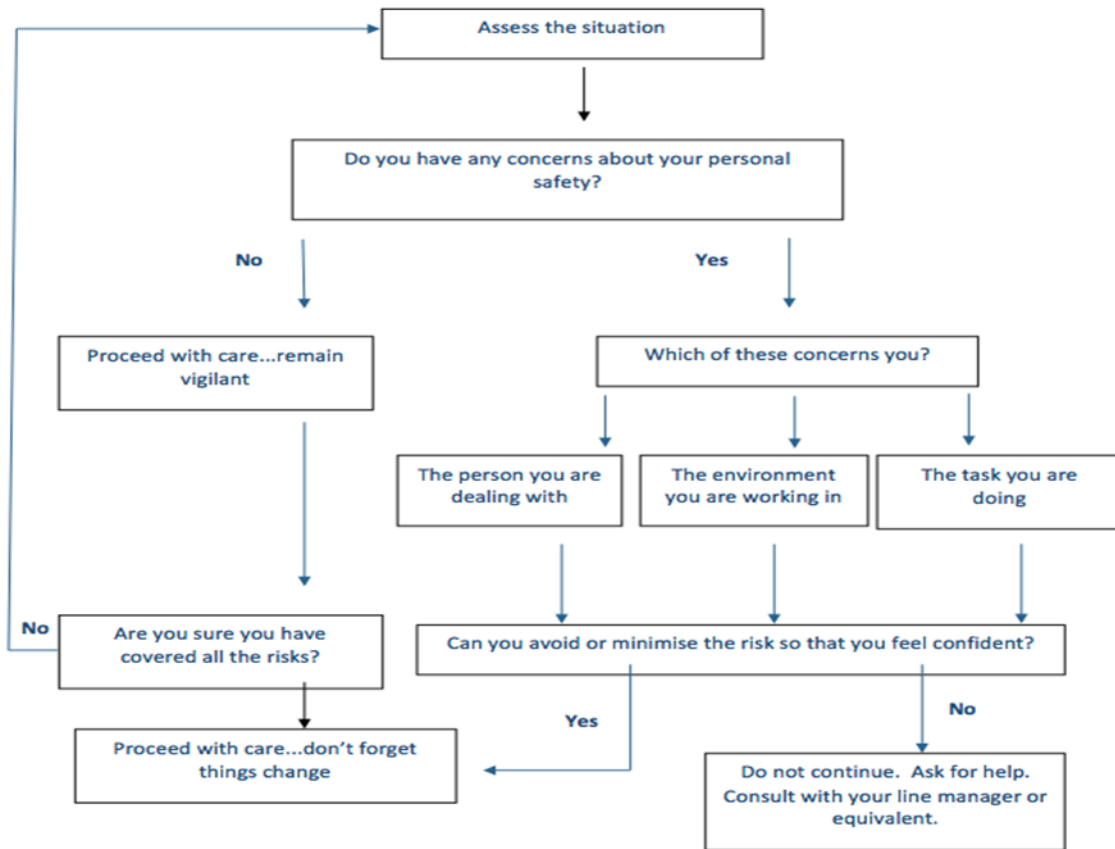
LONE WORKING POLICY

This policy exists to ensure that listeners and clients are aware of the potential risks when working alone or in a 1:1 situation. It also gives helpful direction on how to minimise those risks both from a health and safety and a safeguarding perspective. There is also a useful risk assessment chart at the end of the policy to help identify the risks in any given situation.

Most of Hear4U's work is 1:1 between the listener and the client. Clients will have been carefully chosen by Frontline Workers as appropriate for working in 1:1 situations before referring them. Most venues will have someone else on site in addition to the listener and client. This is best practice. Listening sessions should not be organised without at least a third person on site. If it is absolutely unavoidable, and in every case, the following points must be considered and where relevant followed:

- Carry a mobile phone and ensure it is charged.
- Make sure someone knows where you are going to be working and how long you are expecting to be. Impress on them the importance of trying to contact you if you are not home when expected. Our administrator, Jacqui, could be used as such a person who is aware of your session timings.
- If you are going to be working alone in the venue, and there are people in one of the other buildings, let them know where you are and when you are intending to leave
- Ensure you know where spare keys are kept, so you could leave by another exit if necessary.
- Inform the Listening Team Coordinator of any suspicious behaviour noted or any threats made.
- Do not organise listening sessions after dark
- Report any incidents to the Listening Team Coordinator
- Do not forget your client may be nervous of 1:1 sessions too, so reassure them that there are others elsewhere in the building.

LONE WORKING POLICY RISK ASSESSMENT CHART



PRIVACY POLICY

incorporating Data Protection and GDPR regulations

HEAR4U is a volunteer-led Listening Team under the auspices of both Churches Together groups in Broxbourne taking referrals from other local agencies who hold their clients' data and personal information. HEAR4U receives minimal details of clients, namely name, contact details and if possible, a reason for using the Listening Team service. During 1:1 sessions, HEAR4U volunteers recognise that all conversations are confidential between them and their clients, but that the Referring Agency may need to be updated on such conversations. These will normally be communicated verbally or by secure email.

HEAR4U is committed to making sure that the personal data held about volunteers and clients and others they may come into contact with is protected and processed in accordance with legal duties and responsibilities under the Data Protection Act (1998) and EU General Data Protection Regulation (GDPR). HEAR4U does not control data on their clients, but accesses what they need to from the Referring Agency in order to make contact with clients, provide their listening service and communicate relevant information back to the Referring Agency.

HEAR4U understands that clients they work with trust them to keep their information safe and take this responsibility very seriously. This privacy policy applies to the personal data provided to them by individuals themselves or by others on behalf of individuals and sets out how they may use the personal data when delivering the services offered by HEAR4U

WHAT IS PERSONAL DATA?

Any information relating to an identified, or identifiable, natural living person ('data subject'). An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as: a name, address, email, phone number.

WHEN DO WE COLLECT PERSONAL DATA ABOUT YOU?

HEAR4U collect your personal data when you

- Become a volunteer
- Become a client, but only on a "need to know" basis, for example name, contact details and reason for referral to HEAR4U

WHY DO HEAR4U COLLECT PERSONAL DATA?

HEAR4U collect personal data:

- To manage, deliver and develop our services.
- For responding to enquiries
- For the purposes of health and safety
- To fulfil our objectives to promote, organise and facilitate co-operation and partnership working

WHAT TYPE OF PERSONAL DATA IS COLLECTED?

The personal data that is collected will be relevant and legitimate for the purposes listed above

HOW DO HEAR4U COLLECT YOUR PERSONAL DATA?

We collect personal data directly either from the client themselves or the Referring Agency.

HOW DO HEAR4U USE YOUR PERSONAL DATA?

We will only keep personal data limited to necessary purpose, including information and support from Referring Agencies, clients and volunteers

HOW LONG DO HEAR4U KEEP YOUR PERSONAL DATA?

HEAR4U will not keep personal data for any longer than necessary to fulfil the purpose for which the data was initially collected including as required by law or regulation.

We will remove your personal data at your request

YOUR PERSONAL DATA AND YOUR RIGHTS

HEAR4U state that any data collected about volunteers or clients will be

- Fairly and lawfully processed
- Processed for limited purposes [see rest of policy]
- Adequate, relevant and not excessive
- Accurate
- Not kept for longer than is necessary
- Processed in line with people's rights
- Secure
- Not transferred to third parties without express permission of the data subject.

Clients and volunteers with HEAR4U retain the right at any time to

- Request copies of any personal information held.
- Ask HEAR4U to correct any personal information you believe is inaccurate
- Ask HEAR4U to delete your personal information
- Ask HEAR4U to restrict the processing of your personal data
- Object to the processing of your personal data

If you wish to exercise any of these rights or have any queries about your personal data or privacy rights, please contact the chair of the Hear4U Steering Group, Diana Forrest hear4ulisting@outlook.com or by post to Hear4U, St Catherine's & St Paul's Church, Pauls Lane, Hoddesdon. EN11 8TR

EQUAL OPPORTUNITIES POLICY

HEAR4U celebrates and welcomes diversity within our community and in society as a whole, and is committed to and welcomes all people, with a positive view of age, disability, gender, race/ethnicity religion, sexual orientation or socio-economic background, as clients and volunteers.

- We will not tolerate any breaches of this policy and will endeavour to ensure that all our activities and other policies are in accordance with this policy.
- We recognise and accept our obligations under current discrimination legislation.
- We seek to promote and nurture an environment that treats everyone with dignity and respect and provides equality of opportunity to people of any age, disability, gender, religious beliefs, caring responsibilities, race/ethnicity, sexual orientation or socio-economic status.
- We expect all our volunteers to be sensitive to its Christian ethos, based as it is from across all church denominations in the borough of Broxbourne. We do not expect the same from our clients who may or may not have faith.
- In order to create physical environments and services accessible to everyone, we will seek to make relevant adaptations and provide appropriate resources.
- We aim to ensure that all volunteers, and where relevant our clients, understand and are committed to the promotion of equal opportunities and to provide support and any training where necessary.

If a person feels the need to make a complaint about their treatment under this policy, they should follow our Complaints Procedure, informing HEAR4U via the Chair of the Steering Group, Diana Forrest hear4ulisting@outlook.com or by post at HEAR4U, St Catherine's and St Paul's Church, Pauls Lane, Hoddesdon EN11 8TR

HEALTH AND SAFETY POLICY

Our policy is to provide and maintain, as far as is reasonably practicable, safe and healthy working conditions, equipment and systems of work, for both volunteers and clients accessing listening sessions.

HEAR 4U [Broxbourne Listening Team] undertakes to:

- Provide a working environment that is healthy and safe, with appropriate amenity facilities.
- Ensure that health and safety legislation, regulations and codes of practice are observed.
- Promote effective communication between HEAR 4U volunteers, clients and referring agencies on safety matters at each venue used
- Ensure that volunteers and clients using premises are safe and without risk to their health.

In addition, referring agencies and HEAR 4U volunteers should:

- Check the identity of each client on arrival, according to the Referral Form.
- Never give their own phone number or address to any client, or invite a client to their home.
- Not give or lend money to clients. If volunteers are concerned about clients' situations, they should be referred back to the Referring Agency.
- Ensure others are present in the building during their 1:1 sessions, and sessions are always undertaken with same sex pairings.
- Try not to bring valuables to the session.
- Act safely and not put themselves or their clients in any danger.

BUILDINGS:

Volunteers must be familiar with health and safety requirements for the building in which they work, and

- Know where the fire exits and fire extinguishers are.
- Know where the First Aid box, telephone and list of any emergency numbers are; ensure all parties know these.
- Make sure fire exits are not blocked, and are unlocked.
- Know the evacuation procedures in the event of a fire.
- Advise clients where they can smoke, if required.

COMPLAINTS PROCEDURE & POLICY

Complaints are an opportunity to learn and improve for the future, as well as a chance to put things right where possible for the person who has made the complaint.

OUR POLICY IS:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint, whether they are clients or volunteers of Hear4U.
- To publicise the existence of Hear4U's complaints procedure so that people know how to contact them to make a complaint.
- To make sure everyone knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that, wherever possible, complaints are resolved, that relationships are repaired and systems are improved.
- To gather information that helps Hear4U improve.

If you have a formal complaint, please contact the chair of the Hear4U Steering Group, Diana Forrest, who will investigate and respond to you as appropriate.

She will ask you to put your complaint in writing. If that is a problem, you can ask a friend or advocate to write it on your behalf.

Your complaint will be logged and recorded prior to investigation.

HEAR4U will aim to make an initial response within 48 hours.

Depending on the nature of your complaint, the issue may be passed on to others, for example the Safeguarding Officer, External Agency Official or Churches Together Minister, for investigation and resolution.

Contact: Diana Forrest: hear4ulisting@outlook.com or Hear4U, St Catherine and St Paul's Church, Pauls Lane, Hoddesdon, Herts. EN11 8TR.

INCIDENT FORM

To use when an incident/accident happens during a Listening session

Please write clearly, or type comments.

Date of incident:	Time of incident:
Where was the incident?	
What type of incident?	
Who was involved?	
What happened?	
What action was taken?	
What was the outcome?	
Were any emergency services or other agencies involved? (include names and contact details)	

Is any follow-up action required? (include any relevant addresses and phone numbers, if known)
Is any follow-up action expected?
Date and time form completed
Name of person completing the form
Position

Signature

Please return this form as soon as possible to Diana Forrest hear4ulisting@outlook.com

CLIENT REFERRAL FORM

Your details: Fields marked with * are required. Thank you.

Title:	
Forename*:	
Surname*:	
Gender	
Home Phone*:	Mobile Phone:
Email:	
Date of Birth*:	
Address*:	
Town*:	Post Code*:

Please complete the next section carefully. Supporting the client to access the right service in the most convenient part of Broxbourne is very important to us, but it isn't always easy to make contact, so listing as many contact options as possible will help us to help the client more quickly.

Contact Method: Can we contact the client by: [Delete which do NOT apply]

Home Phone:	YES/NO
Email:	YES/NO
Mobile Phone:	YES/NO
Text:	YES/NO

- Is it OK for us to leave a message on the client's mobile phone? **YES/NO**
- Is it OK for us to leave a message on the client's home phone? **YES/NO**

Is this a suitable client to refer to volunteers at HEAR 4U, Broxbourne Listening Team:

YES/NO

Any reservations?

Consent from client to refer them to HEAR 4U, Broxbourne Listening Team. **YES/NO**

Consent from client to pass on their contact information to Hear4U to be used for the purposes of contacting the client:

- To arrange listening sessions **YES/NO**
- To ask for feedback **YES/NO**

ADDITIONAL COMMENTS:

END OF SESSIONS AND NEXT STEPS FEEDBACK FORM
Send this to the Hear4U Administrator after every session

From: (Volunteer listener)

Forename*:	
Surname*:	
Home Phone:	Mobile Phone:
Email:	

Client details:

Forename*:
Surname*:
Date of Birth*:

**Information to be passed back to the referrer eg whether further sessions will be booked.
No detail needed**

Date:

**Please send this by email to Jacqui Gifford, Hear4U Administrator, who will send it on to the referrer.
hear4uhoddesdon@outlook.com**

FORM TO RETURN CLIENT TO REFERRER

This form to be used if you think further help is needed, which the referrer can organise

From: (Volunteer listener)

Forename*:	
Surname*:	
Home Phone:	Mobile Phone:
Email:	

Client details:

Title:	
Forename*:	
Surname*:	
Home Phone*:	Mobile Phone:
Email:	
Date of Birth*:	
Address*:	
Town*:	Post Code*:

Reason for referral back:

Date:

Please send this by email to Jacqui Gifford, Hear4U Administrator, who will send it on to the referrer.
hear4uhoddesdon@outlook.com

VOLUNTEER APPLICATION FORM

First name:	Surname:
Home address:	
Telephone no: (day)	Telephone no: (evening)
Email address:	

Please tell us a little bit about yourself and why you would like to volunteer as a Listener:

Previous experience of being part of a Listening role (paid or unpaid)

Do you have any other relevant training/certificates?

Do you have any support needs? (Please specify)

Availability. The listening role can be challenging. We ask you not to overstretch your commitment when you start. You can always amend this availability once you have more experience.

- Once a week.....
- Once every two weeks.....
- Once a month.....

Comments.....

Which area(s) of volunteering interest you? (Tick one or more)

- One-to-one listening to a client.....
- Helping a bereavement support group.....

Safeguarding. Do you have an enhanced DBS Certificate less than 3 years old? Yes/No
 Certificate Number.....
 (If not, this will need to be applied for through the Hear4U Safeguarding Officer)

Referee. Please give contact details of your Church Minister or other responsible adult you have known for more than a year and who is not related or living with you, to give a character reference. We will contact them with a reference form. We will keep any information provided safe, following data protection guidelines.

Name of Referee..... Email address.....

Agreement

Please sign to confirm that the details contained in this form are true and accurate

Signed by Volunteer:

Date:

For official use only:

Received: ___/___/___ Letter To volunteer: ___/___/___

Referee Form sent -----/-----/-----

Approve / Not Approved / Query

Notes:

Please pass your application form to:

Diana Forrest

hear4ulisting@outlook.com

or by post/hand delivery to Diana Forrest, Hear4U, Hoddesdon Parish Church, Pauls Lane, Hoddesdon. EN11 8TR



REFERENCE FORM FOR VOLUNTEER LISTENERS

This form should be used across the project if possible to maintain consistency of approach.

References for Volunteer Listeners to work within the HEAR4U Listening Team must be from their Church Minister, or if this is not appropriate, from a responsible person who knows them well.

NAME:.....

I am the referee for[NAME].

I have known..... foryears and believe s/he* is a fit and proper person to volunteer for the Broxbourne Listening Team, **HEAR4U**.

I have no/some/many* reservations about her/his* ability to undertake this role [*delete words that do not apply]

My relationship to the above is.....

My email/mobile phone contact details are.....

Signed.....

Print name.....

Occupation.....

Date.....

NB: Please return this by email to Diana Forrest [hear4ulisting@outlook.com] or by post/hand delivery to Diana at Hoddesdon Parish Church, Pauls Lane, Hoddesdon EN11 8TR.

GOOD PRACTICE FOR AVOIDING INFECTION IN LISTENING SESSIONS

- Arrange the table and chairs to ensure that you and the client are a suitable distance apart
- Make sure there are hand-washing facilities with soap and paper towels in the kitchen and toilet and have hand gel available in the meeting room.
- Make sure the room is well ventilated.