



TELEPHONE ESOL CONVERSATION VOLUNTEER

Objectives

To engage in weekly telephone calls or Zoom video calls with a LEAH client, engaging them in specific topics to improve their English conversational skills

Role description

- Following LEAH guidance and policies to make weekly calls or video calls to a LEAH client or clients
- To have a conversation with the client using the guidance in the telephone volunteer information pack to assist them to improve their conversational English
- To report to LEAH the subjects covered during the call
- To feedback to the LEAH coordinator any concerns or safeguarding issues

Training

Following a successful interview volunteers will receive a bespoke video training course designed for our telephone volunteer role.

The course will be for five weeks with one-hour sessions and will cover LEAH policies and procedures as well as the skills needed to support a client to improve their English.

At the end of the course, there will be an opportunity to practise video conversation with some of our LEAH clients.

Ongoing support will be provided by our highly experienced coordinator team.

Disclosure and Barring Service (DBS)

As a volunteer working with vulnerable adults, you will be required to have a DBS disclosure. We will organise this and there will be no cost to you. Having a criminal record does not necessarily prevent you from volunteering. You can discuss any issues regarding the DBS with the Operations Manager or Coordinator and in complete confidence.

LEAH 1:1 home tutoring

LEAH's intention is that we will resume 1:1 home tutoring with our clients once it is safe to do so. Our telephone volunteers will have the opportunity to join our 1:1 home tutoring volunteer course so that they can continue to support our clients.