

**Thank you for completing tasks as  
a Check In and Chat Volunteer**

## **Telephone Support Skills**

**As a Check In and Chat Volunteer you have  
provided simple yet vital telephone support to  
people at heightened risk of loneliness.**

This certificate recognises the key skills this role requires:

**Effective Communication | Active Listening  
Organisation | Time Management  
Building rapport | Empathy**

By being a Check In and Chat Volunteer, you have also demonstrated:

**Compassion and care for others**

**Thank you again  
NHS and Care Volunteer Responders**



**Supporting the NHS**

Service provided by:

