

As someone with lived experience of stroke, you understand that the effects are not always visible or understood by others. Sharing your experiences and talking through things on the phone can help people, particularly those in the early stages of their stroke journey, understand what has happened to them and find new ways to cope.

Our Lived Experience volunteers often tell us they gain as much from the calls as the people they support in our Weekly Volunteer Calls.

What the role involves:

As a Lived Experience Volunteer, you will make **weekly 30-minute telephone calls** to a stroke survivor or carer. Calls usually take place up to **eight weeks** and are delivered on a **one-to-one basis**. You may support more than one person at a time. You may also:

- **Encourage** people to **access additional support**, including Stroke Association **Online Activities** and **local support groups**.
- Offer **reassurance** and **understanding** to people who are often in the **early stages of their stroke journey** (around 3–6 months after stroke).

Your lived experience as a stroke survivor or carer will **help others feel understood** and **less alone** during what can be a **frightening** and **uncertain time**.

To be suitable for the role, you will:

- Be **aged 18 or over**.
- Have **had a stroke at least one year ago** or **personally care for someone who had a stroke at least one year ago**.
- Have **strong listening skills** and be **empathetic** and **non-judgemental**.
- Feel **comfortable using your lived experience appropriately** to support others.
- Enjoy **talking to new people**.
- Be **flexible** and able to **work within agreed boundaries**.
- Be able to **access emails** and **online training independently**.
- Feel **comfortable volunteering remotely**, with support available when needed.

What you can gain from volunteering:

- **Experience supporting people** affected by stroke.
- Opportunities to **develop skills** with a well-respected charity.
- Support with **confidence** and **recovery** - many volunteers say they benefit as much as the people they support.

Training for this role:

We provide **training** to help volunteers **feel confident** and **prepared** to support people affected by stroke.

Mandatory training includes:

- **Telephone Support for People Affected by Stroke** (two-hour Zoom session)
- **Using Your Lived Experience Effectively** (45-minute Zoom session)

Ongoing **support** is **available**, and **reasonable expenses** may be reimbursed where appropriate.

Where and when you would volunteer:

When you apply, we will **ask** about **your availability** so we can match you with someone suitable. **Calls are arranged** at times that **work** for **both you** and the **person you are supporting**.

This is a **flexible, telephone-based service**, so volunteers can be **based anywhere** in the **UK**.

Safeguarding and checks:

- **DBS checks** are **not required** in **England and Wales**
- **Access NI checks** are **not required** in **Northern Ireland**
- In **Scotland**, volunteers **must join** the **Protecting Vulnerable Groups (PVG)** scheme

Our vision is for there to be fewer strokes, and for people affected by stroke to get the help they need to live the best life they can.

Our core purpose is to be the trusted voice of stroke survivors and their families. We want to drive better outcomes in stroke prevention, treatment and lifelong support for everyone affected by stroke.

**Volunteer and
make a difference.**

Find out more about stroke, what we do and how you can help:
stroke.org.uk or call our
Stroke Helpline: **0303 3033 100**.