YOU'RE NOT ALONE

Volunteer Training HUB

Want to build your skills or learn something new? This section shares the additional training available to you as an ALONE volunteer, with optional self-learning modules and easy guidance on how to access the training that's right for your role.

Suite of Modules Available

- ALONE - Active Listening & Communication with Empathy - Volunteer Training
- ALONE Boundaries Training for Visitation Support & Befriending Volunteers
- ALONE Boundaries Training for Telephone Support & Befriending and NSRL Volunteers
- ALONE Communication Styles and Dealing with Challenging Calls - Volunteer Training
- ALONE Grief and Bereavement - Volunteer Training
- ALONE Supporting Older People Living with Dementia - Volunteer Training
- ALONE Safeguarding Vulnerable Adults at Risk of Abuse -Volunteer Training
- ALONE Self-Care - Volunteer Training
- ALONE Supporting Older People and their Mental Health - Volunteer Training
- ALONE Supporting Older People with Symptoms of Cancer - Volunteer Training
- Hi Digital Training for Volunteers
- ALONE Personal Care of Older People - Volunteer Programme Positive Living Module
- ALONE Older People in Housing Need - Volunteer Programme Positive Living Module
- ALONE Financial Challenges Faced by Older People - Volunteer Programme Positive Living Module
- ALONE Cybersecurity to Empower Older People - Volunteer Programme Positive Living Module

Where to Find Additional Training

Visitation Support & Befriending volunteers

You can find all the latest additional training modules in the Resources section of the BFriend App. Just tap the 'Resources' tab in the app to explore what's available.

Telephone Support & Befriending volunteers

Click the hamburger icon (three blue lines) in the top left corner of your Telephone Support & Befriending app screen, then scroll to the bottom of the menu to find Settings and click the training link.

National Support & Referral Line Volunteers

Your training materials can be found on SharePoint under the "ALONE Training & Resources for NSRL Volunteers" section.

If you have any issues accessing the modules, please reach out for assistance at **volunteer@alone.ie** or, Visitation Support & Befriending volunteers can request help by tapping the 'Request Support' button in the BFriend App. A team member will respond **within 48 hours.**

Feedback

We'd love to hear what you think!

At the end of every training session, we include a short feedback form for volunteers. Your feedback is incredibly valuable to us - it helps shape the ongoing development of our Volunteer Programme and ensures we're supporting you in the best possible way. We genuinely appreciate you taking a few moments to share your thoughts and experiences.

