

## Volunteer Person Specification

**Title of Volunteer Role:** Community Bereavement Volunteer

### Personal Qualities and Attributes

- A calm, sensitive and compassionate personality
- Ability to recognise own strengths and limitations
- Ability to communicate with vulnerable people in a distressed state
- Positive and professional attitude
- Ability to reflect and learn from own life experiences
- Flexible approach and ability to cope with change
- Awareness of own stress levels and how to manage them
- Non judgmental attitude
- Openness and ongoing commitment to learning
- A genuine willingness to engage with bereaved individuals and help them to process grief to find meaning and purpose

### Experience:

- Experience of working with and supporting vulnerable individuals

### Knowledge and Skills:

- Excellent communication skills both verbal and written
- An understanding of the importance of confidentiality
- Ability to work effectively with people and teams within a multi-disciplinary setting
- Understanding the boundaries when working with vulnerable people
- Ability to review and assess changing needs
- Ability to actively listen and respond appropriately
- Appreciation of loss and its impact on a person's life experience
- Understanding of safeguarding procedures

### Qualifications:

- Professional qualification in Counselling desirable but not essential