Volunteer Role Description

Title of Volunteer Role: Community Bereavement Volunteer
Reports to: Bereavement Counsellor
Department: Family and Carer Support Team
Department Manager: Head of Family and Carer Support Team
Uniform Required: Photo ID & name badge (Provided by the Hospice)
Hours: Flexible

Purpose

- To provide 1:1 telephone support to bereaved individuals in the community
- To contribute to the expansion and ongoing development of this new bereavement service at the Hospice

Key Duties

- To provide telephone bereavement support to help individuals in the community explore their grief and find ways of coping
- To help individuals to process and make sense of their bereavement
- To attend supervision sessions
- To record accurately and be accountable for your work using supervision and support systems
- To effectively safeguard vulnerable individuals and children
- Respect and maintain confidentiality

Your Knowledge and Development

- Participate in mandatory training as required
- Commitment to ongoing learning and development
- Share knowledge, best practice and expertise with colleagues in the Family and Carer Support Team and the hospice

Improving Our Service

- Report any accidents, incidents complaints or concerns to the Head of the Family and Carer Support Team
- Take part in regular supervision/line management
- To contribute to service evaluation and provide statistics and client feedback