

## **Volunteer Role Description**

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