

Bereavement Support Volunteer – Adults

Just 'B'

Volunteer Role Description

Saint Michael's Just 'B' service offers support sessions for children young people and adults living with bereavement. Volunteers are integral to the work of the Just 'B' service.

Role: Bereavement Support Volunteer Adults

Department: Just 'B' Bereavement Services

Line Manager: Adult Bereavement Manager

About the Role: Just 'B' gives children, young people and adults a safe and confidential space to understand, express and cope with their grief. Our service supports children, young people and adults to find a way to manage their grief and embrace a future where they can live and remember that person in a healthy and positive way.

Volunteer Bereavement Support Workers enable us to help meet the ever-increasing need for our service by providing direct client support to a minimum of 4 clients. Each volunteer is asked to give a morning, an afternoon or evening block per week. This excludes Thursday and Friday evenings. Evening slots would be particularly welcomed in order to meet client need.

Volunteers may also be asked to support events where appropriate e.g. the 'Light up a Life' memorial service.

Volunteers are required to undertake a thorough training programme before being assessed for their suitability for this role. The training course is entitled 'Becoming a Bereavement Support Volunteer', and comprises a combination of lecture-style delivery and interactive practical sessions in direct work, as part of the assessment process.

The training consists of 8 weekly training sessions with reading to be completed at home between sessions.

The development of volunteers' skills is evaluated regularly through work, and the training course is followed by a 6-month settling-in period.

Key Tasks:

- To work as a volunteer member of the Bereavement Support Team to offer bereavement support to adults
- To work collaboratively with members of the Bereavement Service, Hospice team, external professionals and organisations to enable the best possible continuity and support for clients
- To support Just 'B' staff at events where appropriate
- To attend supervision sessions as arranged by the supervisor as part of a peer group session and individual sessions.
- To attend additional training sessions regularly, including Safeguarding of CYP and vulnerable adults.
- To maintain client records
- To carry out the role in accordance with the law, the Hospice philosophy, and the Hospice policies on equality of opportunity and collective responsibility, and other relevant professional guidelines.

The above tasks are indicative of the role to be carried out. They may change from time to time in consultation with the post holder and in line with service development.

It is essential that volunteers adhere to the role description, undertake appropriate tasks only, and are clear about the boundaries of this role. If volunteers are unsure about any task they have been asked to carry out, they should contact their line manager for advice. This is to ensure the safety and well-being of both clients and volunteers.

Is this the right role for you?

Key Attributes:

- Ability to work both independently and as part of team
- Tact and diplomacy in dealing with a variety of situations
- Confidence in own ability to undertake a role that may be emotionally challenging at times
- Ability to work with a high degree of accuracy and attention to detail
- Full understanding of and commitment to confidentiality

- Understanding of and commitment to equality of opportunity and diversity procedures

Getting Started:

Potential volunteers will be asked to complete a role-specific volunteer application form

Selected candidates will be invited to an initial interview

Volunteers will then be required to attend the training programme outlined above

Volunteers will be interviewed again following the training, providing the opportunity to reflect on the issues raised/discussed during the training

Additional 'top-up' training will be offered where appropriate

All volunteers are required to complete annual health and safety and safeguarding training

An Enhanced Disclosure and Barring Service (formerly CRB) check will be undertaken before commencing volunteering

Support:

Saint Michael's is committed to supporting volunteers effectively and appropriately – particularly in a role such as this which involves lone working and may be emotionally demanding. As such volunteers will receive the following:

- Each volunteer is allocated a member of the Bereavement Support Team for follow-up in person or a team member will be available for phone call support if necessary after the direct client work
- A thorough 'Lone-Working' policy, which will be adhered to at all times to ensure the safety of all volunteers
- A supervision session providing an opportunity to reflect on the volunteering experience and receive feedback