

VOLUNTEER ROLE DESCRIPTION

Role Title	Stepping Stones Bereavement Support Volunteer.
Location	Canterbury, Ashford and Thanet Hospices.
Time Commitment	Minimum 4-6 hours per month (As part of a team)
Responsible To	Annie Hogben, Project Lead

PURPOSE OF THE ROLE

Stepping Stones Bereavement Support is a volunteer led service available to bereaved people across East Kent. The service aims to help people understand grief is a natural and individual response to loss. Monthly support groups will provide an opportunity for people to come together in a social setting where they can share their experiences with others in a similar situation and find out about other helpful services in the area.

As a Stepping Stones Bereavement Support Volunteer you will be part of a team of specifically trained volunteers who run the monthly support groups for bereaved people.

Volunteers will receive full training and will be appropriately supported in their role.

KEY DUTIES AND RESPONSIBILITIES

- ◇ To prepare and set up before the meetings and clear down at the end
- ◇ To engage in conversation, not imposing your own opinions and beliefs on the bereaved people attending.
- ◇ To provide people with information about additional support services locally to them.
- ◇ To operate within agreed boundaries.
- ◇ To maintain confidentiality at all times.
- ◇ To understand the limitations of the role and when to refer matters to the designated staff member
- ◇ To take responsibility to seek additional support when dealing with bereaved people with complex needs.
- ◇ To comply with Pilgrims Hospices policies and procedures

The above list is not exhaustive and volunteers may be asked to undertake other reasonable tasks to support the smooth running of the service.

KEY EXPERIENCE, SKILLS and ATTRIBUTES

- ◇ Good people skills with a genuine interest in others and a willingness to listen to their stories with sensitivity and compassion.
- ◇ Good verbal and written communication skills.
- ◇ Ability to work as part of a team.
- ◇ Flexible in attitude and approach.
- ◇ Empathetic and non-judgemental.
- ◇ Attending the agreed hours per month.
- ◇ Personal resilience- to be able to volunteer in an emotionally challenging environment.
- ◇ Experience of working or volunteering in a similar role is not necessary.

ESSENTIAL TRAINING and COMMITMENTS

- ◇ Pilgrims organisational Induction.
- ◇ Specialised training related to the role.
- ◇ Any other statutory and mandatory training or development deemed relevant to the role.
- ◇ Regular attendance at group work sharing once a month is required.
- ◇ Stepping Stones Volunteer Bereavement Service asks for a minimum commitment of six months after completing your training and there will be a three month review period
- ◇ You will be required to sign a Volunteer Agreement when joining the service.
- ◇ The role requires an Enhanced Disclosure & Barring Service (DBS) Check.

OUR RESPONSIBILITIES TO YOU

- ◇ To provide effective training.
- ◇ To ensure you have a safe and appropriate working environment.
- ◇ To provide you with regular support
- ◇ To actively listen and respond to any concerns and worries regarding the role.
- ◇ To communicate regularly and effectively with you.
- ◇ To value your enthusiasm, willingness and expertise.
- ◇ Pilgrims Hospices will want to ensure that applicants have had the time and space to grieve if they have experienced a recent bereavement and, if relevant, this will be discussed as part of the recruitment process.

YOUR RESPONSIBILITIES TO US

- ◇ To engage positively with the training and support provided.
- ◇ To provide bereavement support that is relevant to the needs of the people accessing the Stepping Stones service.
- ◇ To take responsibility to seek additional help when dealing with bereaved people whose needs are beyond the existing knowledge and capacity of the volunteer.
- ◇ To contribute to any evaluation and audit required to review and improve the service.
- ◇ To advise us of any reason, that might require you to take time out from the role.

WHAT WE OFFER

- ◇ The opportunity to use your skills to complement our work
- ◇ An opportunity to be part of a committed, experienced team
- ◇ Personal development
- ◇ Experience of volunteering in a specialist setting