

Role title:	Bereavement Volunteer
Location:	Various – subject to client location, telephone or video call from your home.
Suggested involvement:	Four Hours Weekly
Line Manager:	Mary Thomas, Bereavement Services Manager (01934 423900)
Purpose of role:	To support the Bereavement Services Manager in providing a high quality bereavement service working within the guidelines set by Weston Hospicecare.
Main tasks:	<ul style="list-style-type: none"> • Following referral for bereavement support, provide emotional and listening support to patients, families or carers. • Make telephone contact with the client being referred. • Make arrangements to meet the client at the Hospice or visit the client in the community – undertake telephone or video call appointments, where necessary. • Establish a relationship with the bereaved person and make a verbal contractual arrangement agreeing time scale and duration of visits. • Inform the bereaved person of the role of a Bereavement Volunteer, and discuss the process of recording and confidentiality. • Maintain accurate records. • On occasions Bereavement Volunteers may be asked to travel outside of their home catchment areas.
Experience and / or skills:	<ul style="list-style-type: none"> • Skills in reflective listening • Be able to give advice and information • Attention to detail • Be able to work as a team and on an individual basis. • Non judgemental • Flexible • Self-awareness • Have your own transport • A good understanding of grief and its effect on individuals
We ask all our volunteers to:	<ul style="list-style-type: none"> • Be reliable • Have a warm, friendly, adaptable, caring approach • Be open-minded and tolerant of different lifestyles and values • Be able to work within personal and organisational boundaries

Volunteer Role Profile

	<ul style="list-style-type: none"> Partake in scheduled supervision sessions with the Bereavement Services Manager
Induction and training:	<p>Induction and training programme with the Bereavement Services Manager</p> <p>Statutory / Mandatory training as required for role</p> <p>Orientation training session to be attended.</p>
Expenses:	<p>We will reimburse you with any agreed out of pocket expenses incurred whilst carrying out this volunteer role in line with Weston Hospicecare's expenses policy.</p>
Practical considerations:	<p>This is a volunteer role with no contractual obligations.</p> <p>This role is subject to an enhanced level DBS check.</p> <p>In addition to the specific tasks outlined in this role description, all Weston Hospicecare Volunteers are required to operate within all relevant policies and guidelines, and should be aware of their specific responsibilities towards the following:</p> <ul style="list-style-type: none"> Weston Hospicecare has a no smoking policy (Inc. Vaping/E-cigarettes) throughout the organisation, including all retail locations and hospice vehicles Adhere to all Health & Safety and Fire Regulations and to co-operate with the charity in maintaining good standards of Health & Safety Promote and sustain a responsible attitude towards equal opportunities and diversity within the charity