

ST HELENA HOSPICE

VOLUNTEER ROLE DESCRIPTION

<u>Role Title:</u>	VOLUNTEER BEREAVEMENT VISITOR
<u>Reporting to:</u>	HEAD OF BEREAVEMENT SERVICES
<u>Principal Function:</u>	<p>To provide bereavement support by telephone contact and/or visiting at home (or at a mutually agreed location) to relatives and friends of deceased patients, as identified by Head of Bereavement Services.</p> <p>To provide bereavement support at specific monthly grief support meetings.</p>
<u>Responsibilities and Duties:</u>	<ul style="list-style-type: none">• To maintain confidentiality at all times.• Wear name badge as appropriate.• Maintain proper written records.• Participate in regular monthly supervision meetings.• Attend regular updating & training sessions and support colleagues.• Maintain a safe working environment at all times, adhering to the policies & procedures below*• Inform staff of your contact details.
<u>Location:</u>	Covering Colchester and Clacton areas
<u>Days / Hours:</u>	A flexible approach is required to meet the needs of the bereaved.
<u>Training:</u>	Full training will be given. Courses run between March and April annually
<u>Qualifications, knowledge & experience:</u>	<ul style="list-style-type: none">• Identifying risk to vulnerable clients• Good listening and attending skills• Empowering clients• Ability to reflect and use supervision to examine self and to offer support to other colleagues

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Personal Qualities:

- Ability to manage an individual caseload & work autonomously
- Team player, who is creative and flexible
- Ability to use initiative and be innovative
- Car driver/owner

Statement:

All volunteers must be sympathetic to, and be able to project, the philosophy and vision of the Hospice

Contact:

Head of Bereavement Services (01255 221222)