

SUPPORTIVE CARE: FAMILY AND BEREAVEMENT SUPPORT VOLUNTEER

ROLE BRIEF



WHY VOLUNTEERING WITH NORTH DEVON HOSPICE IS AWESOME:

Time is the most precious thing you can give. You want to make sure it makes a difference. By giving your time as a volunteer for North Devon Hospice, we guarantee you will be having a positive impact on someone's life, when it matters most.

You might volunteer in a team working directly with the patients and families we care for, or with our support teams who help make that care possible. Either way, you will be making sure that someone facing a life-limiting illness like cancer does not have to face it alone. Thank you.

THE AIM OF THE ROLE:

To assist, support and contribute to the hospice's supportive care service, offering one to one support. Primarily with bereaved clients, but also some patients and family members and or offer regular support to families as part of the team offering groups and activities.

WHAT'S INVOLVED?

You would be supporting patients and family members as they explore their grief and loss on a one-to-one basis. Making telephone contact with bereaved hospice clients a few months after their bereavement to assist them in deciding whether they would benefit from further support. Making simple records and inputting these details onto the hospice's electronic client record. Participation in monthly team supervision meetings to reflect on self in relation to supporting our clients and participating in one-to-one supervision when appropriate. You may be asked to support a regular group or activity offering support to patients and families alongside staff members. You may undertake other tasks as requested or appropriate within the nature of the



role. The support offered is related to a person's emotional journey; the team does not provide practical help although they may signpost a client to other agencies who can potentially meet those needs.

HOURS REQUIRED:

The frequency and number of sessions undertaken depends on the needs of the individual client. However, we do require a commitment to offer a minimum of 4 hours per week, plus the regular attendance at the monthly supervision meeting, which is essential.

WHAT THE HOSPICE OFFERS:

- A safe and supportive environment and you will be part of a dedicated and friendly team
- An induction & full training and guidance given on all aspects of the role
- An insight into palliative care and the opportunity to support people at a difficult time in their lives
- The opportunity to utilise existing skills or develop and learn new skills
- Monthly supervision sessions with hospice staff and volunteers to support you in your role
- Regular social events throughout the year to meet other volunteers and staff across the organisation and to thank you for your contribution
- Recognition Long Service Award for our volunteers
- The knowledge you are directly contributing to the care & support offered to our patients, and their families, we care for
- Reimbursement of reasonable expenses, once agreed in advance

WHAT YOU CAN OFFER US:

- Excellent communication and listening skills with an ability to relate to people from all backgrounds
- An understanding of the emotional impact of bereavement & loss and the effects of this upon families and relationships
- An ability to work in a flexible, mature and compassionate manner and to remain calm in emotionally charged situations
- A friendly, approachable and non-judgemental manner with the ability to reflect on one's professional practice and learn from this
- Be able to maintain confidentiality and to adhere to all NDH policies and procedures, particularly to maintaining professional boundaries
- Actively participate in hospice risk management process in order to help safeguard the welfare of patients, visitors, volunteers and staff
- Formal counselling training is desirable but not



essential

- An awareness of own strengths and limitations
- Your own transport and documentation to support you are able to drive
- A willingness to undertake training and to follow NDH policies and guidelines
- An agreement to follow all safety and infection control measures, including wearing PPE as required and excellent personal hygiene
- An adaptability to changing trends and requirements

Please note: An enhanced Disclosure and Barring Service check is required for this role. The hospice applies and pays for this on your behalf.

