

Volunteer role description

This is an outline of what your role will involve – you will have the opportunity to discuss this in more detail at your recruitment meeting.

Role Title	
Information and Support Bereavement Volunteer	
Location	How often
Flexible – at home working (see working requirements)	Minimum 1-3 hours a week for a period of 2-3 months at a time
How long	Minimum age
For a minimum of 6 months	18 years
Disclosure checks	Is driving essential for the role?
Depending on location	No

Why we need your help

Coping with bereavement involves painful emotions, coming to terms with loss and making adjustments in life. Many people find it a great comfort to have someone to talk to about how they are feeling during this difficult time.

We are looking for volunteers to provide emotional support over the phone to adults who have been bereaved by a terminal illness. This role will be supporting individuals who have made contact with us through our national telephone Support Line. You will be helping them to explore their feelings and adapt to life post-bereavement. Training, support and supervision will be provided.



Care and support
through terminal illness

What we need you to do

Your role will include, but is not restricted to, the following tasks:

- Provide short-term emotional support over the phone to matched clients for up to 6, 45-minute, sessions (normally 1 or 2 at any given time)
- Actively listen to clients and explore their feelings around their loss with empathy and sensitivity
- Direct clients to relevant sources of information and support as needed
- Complete necessary documentation as required by the service (e.g. Confidential Working Agreement) and pass on appropriate service information to your supervising manager
- Participate in one-to-one and or group supervision with an assigned contact on a regular basis (around once a month, by phone or skype)
- Undertake both initial and ongoing training in line with the role, some of which will be face-toface, some independent study. This includes attending a two-day (likely weekend) training programme.

What skills or experience do you need?

- Ability to provide emotional support without judgement and within boundaries
- Ability to deal sensitively with bereaved people and have an awareness of their individual needs
- Patience, empathy and emotional stability
- Commitment and reliability – able to keep to appointments and volunteer for the duration of a client match
- An understanding of the importance of safeguarding and maintaining client confidentiality •
Willingness to learn and undertake required training and participate in support supervision
- Basic IT skills and the ability, or willingness to learn, to use the calling system.

Working requirements

- A quiet and confidential space for working, away from distraction or interruption
- Access to a smartphone, laptop or desktop computer
- Available at the same time every week for up to 6 sessions
- Willingness and ability to travel within the UK once or twice a year for training and support – training will require a weekend, (overnight stay depending on location). Expenses will be reimbursed.

What we can offer you:

- An excellent opportunity to build on your skills in a charity environment and to be involved in delivering a brand-new national service
- An induction, initial and ongoing training, (including on grief and bereavement), support and supervision in your role
- Agreed reasonable out-of-pocket expenses, for both training and service delivery e.g. train tickets and call costs

What we ask of you:

- To keep to all the charity's policies and guidelines
- To complete an induction and any training related to the role

Marie Curie is committed to being a diverse and inclusive charity. We aim to demonstrate support for all of our staff and volunteers, valuing each individual's contribution regardless of age, gender, gender identity, sexual orientation, marital status, civil partnership status, disability, nationality, race, religion or belief. We are committed to providing equal opportunities to our staff and volunteers and to taking steps to ensure our staff and volunteers are protected from discrimination.

For more information or if you have any questions regarding this volunteer role, please contact volunteering@mariecurie.org.uk or on **0800304 7032**.

For internal use only

Database code	
RL code	

