KATHARINE HOUSE HOSPICE | SOBELL HOUSE HOSPICE | NHS Oxford University Hospitals NHS Foundation Trust

Working in partnership to provide specialist palliative care for adults with life-limiting illnesses

Volunteer Role Description
Bereavement Support Worker

The role of a Bereavement Support Worker is to support clients who have suffered a bereavement. The support can be undertaken at the hospice, client's homes, via telephone or virtually.

Skills and attributes required:

- Able to communicate effectively and sensitively.
- Excellent listening skills.
- To be warm, empathic, courteous, and approachable
- To be comfortable in supporting other people's expression of grief and distress
- Committed to working in a supportive and professional manner with, and on behalf of, the Hospices.
- Self-motivated and willing to learn and develop.
- Able to contribute positively in a group situation.
- Reliable in keeping commitments to clients and the service
- A clear understanding of the importance of confidentiality

Volunteering Duties:

- Maintain regular and reliable contact with clients through visits, phone calls or video contact.
- Allow clients to talk about their feelings and the effect of their loss.
- Offer information about grief and common experiences associated with it.
- Maintain confidentiality and professional boundaries with clients.
- Email a report of each client contact to the Bereavement Service using password protection to ensure confidentiality is maintained.
- Log each activity on the SMI database.
- Attend monthly supervision sessions.
- Attend group Bereavement Service training/meeting sessions whenever possible (8 per year).
- Participate in an annual individual review and reflection meeting.

Training

- Foundation level training (approx. 60 hours)
- Virtual training - The Volunteer Learning Passport (VLP) which includes roles and responsibilities, Health and Safety and infection control, Fire safety, Safeguarding, moving and assisting, resuscitation, mental health awareness, preventing radicalisation, equality, communication, conflict resolution (approx. 8 hours).
- Ongoing training
- Other relevant training may be offered.

Tel: 01865 225868 or 01295 225944
Email: pallcarevolunteerservices@ouh.nhs.uk

Availability

16 hours a month with flexibility to accommodate client requirements

This role requires an enhanced DBS clearance and OUH Health Check.
Successful candidates must agree to abide by Sobell House and Katherine House policies and procedures, code of practice and sign a volunteer agreement.

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