

Bereavement Counsellor Placement Volunteer Role Description

Department: Bereavement Services	Location: Hospice & Community / remote
Responsible to: Bereavement & Spiritual Support Services Lead	Vol Type: Standard
Length of role: short term/long term	Context: people facing

Outline of Role:

You will be providing bereavement support to residents in the Hastings & Rother area, utilising counselling skills at the Hospice. With further training, you may also be invited to co-facilitate our Bereavement Support and social groups.

Please note: Responsibility will lie with yourself to ensure that you are working to the ethical guidelines of your registration body, considering your level of training, experience and ability. If allocated client work is outside your level of competence, you must seek guidance from your nominated supervisor and feed this back to the Bereavement & Spiritual Support Services Lead.

Role tasks:

- Providing bereavement support/counselling to clients in person (at the Hospice main site, and Rye Hub) based on a twelve session model
- Providing support remotely (via phone or online platforms) via the Hospice site, or from your own home
- To use the Adult Attitude to Grief Scale (AAG) as a tool to aid support/counselling (Training provided).
- Recording session dates and client contact on the electronic patient record, or providing monthly client attendance/cancellation statistics to support the Bereavement Services monitoring practises whilst undergoing training/development
- You will be expected to support a minimum of two clients per week, and participate in group supervision on a fortnightly basis
- Report any complaints or concerns to the Bereavement & Spiritual Support Services Lead, or if relating to the Service Manager to Voluntary Services
- To raise any concerns about the welfare of anyone you are supporting or engaging with, immediately or as soon as possible

Skills and Experience Required:

- A high level of communication skills, with the ability to remain aware of both the clients and your own non-verbal communication, and how this may affect any interactions
- Demonstrable 'active' listening skills
- Experience of supporting others in either a personal or professional capacity is desirable
- Experience of using reflective practise as a tool in the provision of a supportive role is desirable

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- Confident in working on own initiative, but also willing to follow instructions and procedures and seek assistance when required
- Must have an awareness and understanding of safeguarding and boundaries and how this would relate in a supportive role
- Counselling skills and experience are desirable, but not essential
- IT skills and experience of using online platforms is desirable

Personal Qualities Required:

- An empathic, non-judgemental and person-centred approach is essential
- Ability to talk about the impact of bereavement, whilst being mindful not to project any personal ideologies onto that discussion
- Ability to talk with patients about death and dying, and discuss any practical issues relating to end of life (*eg: beliefs, funerals and unresolved family/life issues*)
- Be prepared to deal with challenging and complex situations requiring patience, sensitivity and emotional resilience
- Able to build and maintain good relationships with all staff and volunteers
- To be punctual and able to maintain your own workload

Learning Needs:

Statutory*

Training Module	Method	Renewal
Data Security for Volunteers	e-learning	Annual
Safeguarding Adults Level 2	e-learning	3 years
Safeguarding Children Level 2	e-learning	3 years
Equality Diversity & Inclusion for Volunteers	Volunteer Welcome session or e-learning	3 years
Fire Safety for Volunteers	e-learning	3 years
Health Safety & Welfare	Local H&S hazards covered in role induction	
Hand Hygiene (for Non-Clinical Staff)	e-learning	2 years

**We anticipate that this learning will take between three and five hours depending on your level of experience in using online platforms. Support is available if you do not have access to a computer at home, or would like assistance in to complete the training. Please contact Voluntary Services for more information*

Mandatory:

Volunteer Welcome Session

Bereavement training, including completion of journal

Fortnightly Supervision and attendance at Bereavement Services support meetings

Role Induction

SystemOne training

ID badge

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Departmental support:

Group supervision is provided twice a month with a qualified Supervisor, and additional ongoing support will be provided by the Senior Counsellors and Service Lead as required.

Please note: In order to maintain the high level of service provided to our clients, all volunteers are required to attend a minimum of two development training events per year, in addition to any further mandatory training that is identified for this role. These sessions offer an opportunity to talk through the experiences and possible challenges of the role with fellow volunteers, counsellors and the Service Lead.

DBS Requirement:

This role requires an Enhanced check with Adult Barring.

For more information regarding Bereavement Services, please visit the St Michaels Hospice website here: [Bereavement Services - St Michael's Hospice \(stmichaelshospice.com\)](http://stmichaelshospice.com)

Read and agreed by (print name)	
Signed	
Date	