

VOLUNTEER ROLE PROFILE

Volunteer Bereavement Counsellor

About Us

At Rowans Hospice, we provide free person-centred care and support to people in South East Hampshire (including Portsmouth, Gosport and Fareham) affected by life-limiting and progressive illness.

Our team of specialist health care professionals aims to maximise comfort and quality of life for patients and their families, from initial diagnosis and into bereavement, with services provided within the Hospice, at home, and through the Rowans Living Well Services.

Since being established in 1994, we aim to provide a space where families can enjoy special moments and create precious memories together. At the heart of everything we do is compassion – because we understand that kindness and understanding make the biggest difference of all.

Whilst our care is provided free of charge, we are in fact a charity, and 90% of our income is generated by legacies, donations, fundraising and our Retail shops.

In addition to our workforce across our Clinical, Retail and Business Support teams, we also rely on a dedicated team of volunteers to help us deliver our many different services to people at the most vulnerable time in their lives.

Job Purpose

To assist the Bereavement Service by providing one to one support to bereaved clients and assist at other bereavement support events organised by the service.

Requirements for Working as a Volunteer Bereavement Counsellor

To be a qualified Counsellor and agree to attend the next run of the Bereavement Service Volunteer 1 day Training/Induction Course

Key Areas of Responsibility / Key Accountabilities

- To arrange a series of sessions at regular intervals with the client, either face-to-face at Rowans or by phone if the client prefers. Home visits can be arranged in special circumstances.
- To enable the client to express their thoughts, feelings and actions in their grief.
- To provide support and promote the clients understanding of how bereavement may affect them.
- To report back to the Bereavement Services Administrator any information/problems they feel are appropriate with regards to any aspects of the service.

- To report any appropriate information/problems relating to the client to their supervisor, the Bereavement Lead, or another member of the Psychology Team at the earliest opportunity, being especially mindful of child protection or safeguarding issues.
- To attend regular supervision sessions in accordance with the Bereavement Service Standards.
- To ensure that sessions with the clients are documented accurately. To demonstrate a consistent level of courtesy and consideration to patients, their relatives and visitors.
- To ensure that all personal identifiable information relating to any client is kept securely within the Hospice in accordance with the law (GDPR).
- To demonstrate a consistent level of courtesy and consideration to patients, their relatives and visitors.
- Bereavement Service Volunteers will discuss with the client issues of confidentiality vis-à-vis group supervision and, where necessary, child protection and safeguarding issues in accordance with the Bereavement Service Standards (Standard 8).
- To sign and adhere to The Rowans Hospice Confidentiality Agreement and Volunteer Agreement.
- To adhere to the requirements set out in the Volunteer Handbook.
- To work within the guidelines, policies and procedures of The Rowans Hospice.
- To familiarise yourself with action to be taken in the event of fire – both for you, patients and visitors and to attend in-house Health and Safety training.
- To ensure that any observed actual or potential Health and Safety hazards are immediately reported to the Nurse Co-ordinator or the Volunteers' Hub.
- To keep up to date with all information on the notice boards and message book.
- Ensure you fully understand the duties that are required of you
- Complete annual mandatory training
- Be a positive representative of Rowans Hospice and an ambassador of our work.
- Ensure that our Core Values are followed at all times

Education and Training Responsibilities

For all duties and responsibilities, the volunteer will, where appropriate, have undergone training and supervision before undertaking tasks independently.

- To attend 1 relevant educational sessions, including in house update sessions, in addition to any mandatory training arranged by Volunteer Services (e.g. Safeguarding, Health & Safety).
- To attend bi-annual appraisals.
- The volunteer will at all times work proactively to promote the Charity's equal opportunities policies, both in respect of service delivery and employment issues, to maintain the confidentiality of clients and others, and to ensure the health, safety and welfare of colleagues, clients and visitors.

Other

Undertake any duties, which may be reasonably required within the scope of the role. Please note that this job description is not exhaustive, and you may be required to undertake other duties, which are broadly in line with the above key responsibilities. Rowan's Hospice is committed to equality of opportunity and to eliminating discrimination. All employees and volunteers are expected to follow our Code of Conduct and comply with policies and procedures. They must also undertake specific training and assume responsibility for safety relevant to specific roles.

REHABILITATION OF OFFENDERS ACT 1974

This post is subject to an exemption order under the provision of Section 4(2) of the Rehabilitation of Offenders Act 1974.

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