

VOLUNTEER ROLE DESCRIPTION Bereavement Help Point Facilitator

Volunteer Role Title:	Bereavement Help Point Facilitator
Reports to:	Bereavement Service Coordinator
Availability:	Expected to commit to a minimum of two hours a fortnight at a fortnightly bereavement group, in addition to initial online or face-to-face training, and attendance at Support and Information meetings.
Purpose of the Role:	To facilitate a safe and supportive group environment for bereaved people in local communities.
Main tasks:	<ul style="list-style-type: none"> • To support carers who are recently bereaved. • Welcome, support and listen to bereaved people at a weekly drop-in session. • To form a team with other volunteers facilitating an 'open access approach'. • To work within the boundaries defined during your training and refer to the Bereavement Service Co-ordinator, if the volunteering moves beyond the remit of your role. • To identify when it is appropriate to signpost to other services.
Training:	Induction training will be provided to meet the needs of the role, as well as ongoing support and supervision, and additional training as necessary. Out of pocket expenses will be paid.
Skills and qualities:	<ul style="list-style-type: none"> • Ideally have an understanding of grief and bereavement through personal experience or in a supportive capacity e.g. group work, emotional support or social care. • Aware of need to be compassionate, empathetic, transparent and non-judgemental. • Ability to listen attentively and respond appropriately when working with people who may, at times, be distressed, without feeling a need to 'fix it'. • Comfortable and grounded in own life, especially after personal experience of loss, bereavement and grief. • Reliable & patient. • Friendly & approachable. • Good interpersonal and verbal communication skills.
For more information:	Contact: Martina Gibson, Head of Services and Volunteering Email: volunteer@carersupportwiltshire.co.uk

Due to the nature of this role volunteers will be required to complete DBS form and provide referees.