

Volunteer Task Description Bereavement Listener

Aim of the Volunteer Role

Bereavement Listeners work to support bereaved clients by:

- listening to them in their grief
- enabling them to express their feelings
- empathising with them
- explaining some of the grief processes to them
- encouraging them and helping them to find ways to cope with their loss and continuing with life

Bereavement Listeners work as part of a confidential service and will receive training, initial induction and supervision.

Tasks

- Attend initial training, in bereavement listening skills and understanding grief processes.
- Attend continuing training as required and group discussion/supervision.
- The listener will meet when and as often as is agreed with the bereaved person.
- Offer bereavement support to the client, using skills such as listening with empathy, to enable the client to express/understand and cope better with grief.
- Maintain regular individual supervision with a personal supervisor within the Bereavement Service.
- If personal safety is threatened in any way, withdraw and inform the supervisor.
- Refer clients needing specialist counselling to the appropriate services, following consultation with the supervisor.
- Maintain client confidentiality within Bereavement Service guidelines.
- Complete and return record sheets as appropriate.
- Inform either the supervisor or Voluntary Services Manager of any personal circumstances affecting the Listener's ability to maintain tasks of bereavement listening.
- Ensure that a Responsible Adult knows where you are and how long you are expected to be when meeting with a client.

Additional task for the Children's Team

- Undertake preliminary discussions with the lead person for the Children's team.
- Be aware of and have completed Child Protection training.
- Complete additional training as directed by the lead person for the Children's team.
- Be in possession of information relating to children and grief.
- Ensure that the parent/guardian remains in the house during the visit.

Training and requirements

Initial nine weeks of training.

Further 5 training sessions per year.

Two references and DBS check (to be renewed every 3 years).

Confidentiality

In order to respect client confidentiality and privacy, volunteers should not under any circumstances discuss client information/details unless with a Supervisor or Bereavement Lead.

Any breach of confidentiality may lead to your termination as a volunteer.

Unit 4 Aylesbury Business Centre
Chamberlain Road
Aylesbury
Bucks HP19 8DY

Telephone: 01296 429975
www.fnhospice.org.uk