

Cruse Bereavement Care: National Helpline Support Volunteer

Role Description and Personal Specification

Do you have a few hours a week to spare?
Are you passionate about helping people?
Would you like to learn a new skill or build on previous experience?
Are you looking for a home based opportunity?
If so... this role might just be perfect for you!

About Cruse

Cruse Bereavement Care is the leading national charity for bereaved people. We offer support, advice and information to children, young people and adults when someone die, and work to enhance society's care of bereaved people.

Bereavement affects everyone and can have a devastating effect on emotional, physical and mental health. Cruse support helps people understand their feelings, develop coping strategies, and return to every-day life, while remembering and celebrating the lives of those who have died.

Cruse offers face-to-face, group, telephone, email and website support. We have a Freephone national helpline and local branch services throughout England, Wales and Northern Ireland. In Scotland we have a sister organisation, Cruse Scotland. Many of our local services provide children's services, and our website Hope Again provides support for young people. Our services are provided by trained volunteers and are confidential and free.

Role description

To provide emotional support, information and referrals over the phone and by email to bereaved people across England, Wales and Northern Ireland. You will be expected to provide empathetic and non-judgemental support to all our callers, in accordance with Cruse Bereavement Care's policies and procedures.

We ask for a commitment of 3 to 4 hours per week, either as one shift or as a number of shorter shifts. These will fall within the Helpline opening hours of 9:30am-5pm Monday to Friday, with extended hours until 8pm on Tuesdays, Wednesdays and Thursdays. As a Helpline Volunteer you will have the option of volunteering from home or in our Central Office once you have completed the training.

What we offer

- Free Bereavement Support Foundation and Helpline Elective training
- On-shift support from Cruse Helpline staff
- Monthly group supervision with accredited supervisors
- Continuing Professional Development (CPD) opportunities; talks and workshops for volunteers from external organisations and speakers
- Being a part of making a difference to enhance society's care of bereaved people

What we're looking for

Personal Attributes

Essential

- Empathetic and warm
- Personal resilience and/or proactive approach to self-care
- Open to receiving feedback from supervisor/manager
- Self-reflective approach to learning
- Punctual and reliable

Skills

Essential

- Strong IT skills; including familiarity with the internet, proficiency in use of search engines, and willing to learn to use new systems
- Strong communication skills, oral and written
- Ability to clearly communicate with a diverse range of clients over the telephone
- Ability to maintain client confidentiality

Desirable

- Previous helpline and/or support experience
- Experience working with bereavement and/or bereaved people
- Understanding of best practice within the field of bereavement
- Experience handling safeguarding issues

If this sounds like you we would love to hear from you. If you have any questions about the role or just want a chat before taking it further then please email adminHL@cruse.org.uk or call 020 8939 9546.

Help us create a society that works to enhance care for bereaved people.