

Cruse Bereavement Care: Helpline and Email Support Volunteer

Personal Specification

Essential:

- An interest in supporting people who have been affected by bereavement
- Ability to be punctual and make a regular commitment to your role - one four-hour shift per week for a minimum of 1 year
- Ability to provide emotional support without judgement regardless of a service users' age, gender, social class, race, religion, sexuality or disability
- Ability to be empathetic and compassionate towards each and every service user
- Ability to adapt to the needs of a wide range of service users and variety of circumstances
- Ability to actively listen and respond appropriately to a service user's situation
- Have a warm, calm and sensitive tone when communicating with service users
- The motivation to empower and encourage service users to take control of their situation and make their own independent decisions
- Awareness of the importance of looking after yourself and supporting fellow volunteers with the emotional challenges this role can bring
- Commitment to participate in monthly safeguarding sessions with fellow volunteers to ensure optimum self-care
- Ability to learn from your own experiences and receive feedback from your supervisor/shift leader
- Good verbal and written communication skills
- Ability to follow Cruse Bereavement Care's guidelines on maintaining professional and personal boundaries within the scope of this role; including boundaries which enable us to provide consistent service
- Ability to follow Cruse Bereavement Care's policies, including safeguarding of vulnerable people, confidentiality etc.
- Willingness to participate in any further training opportunities to build on your professional development within this role
- IT skills including the ability to use web-based software and familiarity with the internet
- Commitment to abide by the technical requirements necessary for using equipment while working remotely

Desirable:

- Work and/or personal experience of supporting people affected by bereavement
- Basic knowledge and understanding of bereavement and grief including, the different feelings/emotions associated with it
- Ability to speak languages other than English
- Previous helpline experience