

# Bereavement Volunteer

## Role Description

Volunteers have always and remain at the very heart of Cruse, supporting thousands of bereaved people every year and playing an incredible role enriching so many aspects of our organisation.

### About the role:

As a Bereavement Volunteer, you will join a volunteer community who provide emotional support, to bereaved people. You must be able to offer a person centred, empathetic and non-judgemental approach to supporting our clients. Most of the support we provide is over the telephone or on zoom.

### Skills and experience:

- Empathetic and Warm
- Excellent listening skills
- Personal resilience
- Punctual and reliable
- Ability to maintain confidentiality
- Excellent communication skills across a diverse range of clients

### Time commitment:

- Attend training delivered over 6 weeks (1 day a week) via zoom
- Support 2 clients a week
- Volunteer for a minimum of 2 years
- Attend monthly group supervision (2 hours) via zoom
- Support service users between 9am – 8pm Monday to Friday and 10am – 2pm Saturday, no support provided on Sundays or Bank Holidays

### What's in it for you?

- An opportunity to make a difference to bereaved people at the most difficult time of their lives
- Access to our highly regarded training
- Access to a range of ongoing Continuing Professional Development
- A supportive community of volunteers and staff

### Practical considerations:

- Private and confidential space to work
- Good internet connection
- Confident in the use (and access to) email, zoom, Microsoft word

## Our Values

### Kind



### Genuine



### Inclusive



### Ambitious

