Cardiff and Vale University Health Board Voluntary Services

GIG CYMRU NHS WALES
Bwrdd Iechyd Prifysgol Caerdydd a'r Fro
Cardiff and Vale University Health Board

BEREAVEMENT SUPPORT VOLUNTEER

Location
UHW

Reports to
Bereavement Lead Nurse

Accountable to
Voluntary Services Manager

Time Commitment
Minimum of three hours one day per week.

Required Checks
DBS, OH, 2x references (undertaken by Voluntary Services Team)

Expenses
Reimbursed travel to and from the locations on day of volunteering

PERSONAL REQUIREMENTS

- To have excellent listening skills and be non-judgemental.
- To be confident when communicating with service users, visitors, staff and general members of the public.
- To be enthusiastic about the aims and work of Cardiff & Vale UHB.
- To display levels of empathy and understanding at all times.
- To be presentable, smart and always wearing UHB Volunteer ID badge.
- To recognise when to refer issues and questions to UHB staff.

AIM OF SERVICE

The aim of the service the volunteers will be volunteering for is to support bereaved relatives, carers and friends following the death of a loved one.

OUTLINE OF DUTIES

Volunteers will make telephone calls to the bereaved offering support, advice and signposting to relevant third sector and statutory services as required.

MAIN TASKS

- Liaise with the Bereavement Support Service and take instruction on which individuals are to be approached for the telephone follow-up service.
- Good communications skills are essential, and volunteers will need to seek verbal consent from the bereaved individual before progressing with the telephone call.
- Complete the appropriate data sheet, inviting the individual to provide feedback, signposting as appropriate.
- Agree with the person the right course of action to be taken if they disclose any serious concerns, or they are unhappy with the care or treatment they have received. If unsure, discuss with Bereavement Lead Nurse the appropriate course of action to take.
- Adhere to the Cardiff and Vale UHB confidentiality, safeguarding and GDPR policies.
- The data collection forms will be paper based, with information recorded being transferred to the bereavement support database by a member of the Bereavement Support Team. Volunteers need to be aware that they should be willing or able to use an electronic device for capturing data. Training will be provided on the use of this equipment.
- Act as a positive role model.

IMPORTANT BOUNDARIES

Role does not include in-person support.
Role does not include supporting those under 18 years of age.
Role does not allow access to wards / clinical areas
Volunteers need to understand professional boundaries
This role does not include counselling or therapy

TRAINING AND SUPPORT

Volunteers will need to undertake Cardiff and Vale University Health Board Training and Induction as well as basic bereavement support training, including information regarding signposting and advice available.

Training needs will be identified through the supervision process and met through Cardiff and Vale UHB Training Programmes.

SPECIAL REQUIREMENTS

- Confident in speaking with a wide-range of service-users and communicating at a time of extreme sensitivity.
- Have a good understanding of grief and bereavement and how these impact individuals in a unique way.
- Ability to acknowledge the need for self-care and identify when further support is needed.

BENEFITS TO THE VOLUNTEER

- Experience of team working.
- The opportunity to develop personal skills and experience.
- The opportunity to develop specialist communication skills.
- Satisfaction of assisting others and providing an invaluable service to the Health Board and community.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Understanding the importance of confidentiality and following procedures	x	
Good communication skills	x	
Ability to work on own initiative and as part of a team	x	
Ability to speak Welsh		x
Ability to liaise with third sector and statutory organisations if required	x	
Reliable and punctual	x	
Willingness to undertake training	x	
Available for the required times	x	
Patience and sensitivity	x	
Experience of working in health care setting		x
Experience of bereavement (professional and/or personal)		x
Experience of befriending		x
Experience of volunteering		x