

BEREAVEMENT SUPPORT VOLUNTEER

LINE MANAGER: Chaplain

LOCATION: St Luke's Hospice, Turnchapel

DESCRIPTION OF ACTIVITIES

- It is a requirement that every Bereavement Volunteer undertakes the St Luke's Hospice training course under direction from the coordinator. The course covers many different aspects of Palliative care and helps to prepare the volunteer.
- To provide bereavement support directly to clients, both face to face and over the phone.
- To complete review records at 3 monthly intervals and at case closure and to return these records to the Bereavement co-ordinator.
- To maintain confidentiality at all times, including keeping records of contacts with clients in a safe, confidential place. To return all records to the Bereavement co-ordinator when leaving the service.
- To attend one to one supervision as required with the Bereavement coordinator and to seek advice from the coordinator whenever you have any concerns about casework.
- You have access to the education facilities including the library at St. Luke's and are encouraged to discuss your training needs with the coordinator.
- To be aware of personal safety, including ensuring you inform somebody of your whereabouts when making a visit and give a contact number and an estimated time of your return. You are advised not to give out personal information to clients, such as your address and telephone number.
- Quarterly memorial services are held by the Hospice for bereaved clients and you are welcome to attend.

St Luke's Volunteer Services

Tel: 01752 401172 • Email: volunteer@stlukes-hospice.org.uk

www.stlukes-hospice.org.uk