



Volunteer Placement Tasks

Volunteer Bereavement Support Role

1.0 Role summary

The volunteer will be responsible for providing a compassionate and confidential telephone support service to bereaved families. This will help to support families of those recently bereaved.

NB All duties will be carried out under the supervision / guidance of the Bereavement Care Coordinator.

2.0 Key tasks:

The Bereavement support Group would like volunteers that would be able to do follow-up calls

- This would be after their initial call (from a nurse), following a bereavement
- It would be in an office space on Sandwell hospital site
- Social distancing will apply
- Training will be given prior to starting and not in-depth but basic and practical.
- A supervisor will be on hand if needed

Attributes/knowledge/experience

The volunteer needed to be able to do the following:

- Have a clear speaking voice
- Have empathy and show sympathy
- Be able to do a minimum of 2 hour shift/s
- Computer literate (this is not essential)

3.0 Confidentiality

The volunteer must maintain confidentiality of information relating to patients, staff and other Health Service business.



4.0 Health & Safety

Volunteers must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

5.0 Equal Opportunities

The Trust has a clear commitment to its equal opportunities policy and it is the duty of every volunteer and employee to comply with the detail and spirit of the policy.

6.0 Smoking

This Trust acknowledges its responsibility to provide a safe, smoke free environment, for its volunteers, employees, service users and visitors. Smoking is therefore no longer permitted on Trust premises.