

VOLUNTEER TASK PROFILE

Volunteer Position No: VJW/0083

Volunteer Position: Bereavement Counsellor (Placement)

Volunteer Lead: Bereavement Services Co-ordinator

Introduction

St Luke's is Sheffield's Hospice, with a vision to support and care for everyone affected by terminal illness in Sheffield. We are a community organisation which means that everything we do is focused on helping people in their own communities as well as at our Little Common Lane site and our adjoining site at Clifford House on Ecclesall Road South. Our shops are all based in the heart of communities across the city, as are our amazing volunteers and we couldn't do what we do without them.

At Little Common Lane we support terminally ill people and their loved ones through our 20 bed In Patient Centre, an Acute Intervention Day Centre, and Wellbeing services such as Reiki, massage etc. Most of the people we support are actually in their own homes and we endeavour to help them stay at home through care from our Community Team if that is their preferred choice.

The Bereavement Service offers support to all relatives and close friends of those who have received care from St Luke's, either in-house or in the community. This support may be by telephone, by home visit, through membership of a group, or from counselling. We have a team of qualified volunteer counsellors and also offer a placement annually to a student/s. Clients are usually seen fortnightly, at the hospice, in a dedicated room. Group supervision is provided, however each student will be required to source external supervision of a minimum 1.5 hours per month. All our counsellors adhere to a professional code of ethics e.g. that provided by BACP where membership is preferable.

Tasks

We do require you to assist in:

- Maintaining a counselling caseload of up to 6 clients (3 per week)
- Recording contacts with clients onto the required database record-keeping system
- Attending mentoring meetings monthly and counsellors' meetings (three times a year)
- Attending a minimum of three Bereavement Service training sessions per year
- Attend monthly supervision (external)
- Sign a three way agreement between yourself, your supervisor and the Bereavement Services Co-ordinator (Four way agreement with placement where necessary)

We do not require you to assist in

Assessing clients for counselling

General

Bereavement Counselling Volunteers are asked to:

- Where time permits assist in pro active calls (Green Folder)
- Be a minimum of 18 years
- Display the identification badge at all times
- Have a current enhanced DBS check generated by St Luke's Hospice
- Abide by the Health & Safety at Work Act.
- Attend Health & Safety and Infection Control training
- Respect confidentiality applying to all Hospice areas.
- Adhere to St Luke's policies and procedures.
- Comply with the Hospice no smoking policy.
- Participate in and contribute to team meetings (if applicable)
- Co-operate and liaise with departmental colleagues.