

## **Drop-In Support Volunteer Role Description**

### **Role Purpose**

To work with the Just'B' Services team in the direct provision of emotional wellbeing support to our Drop-In members and on occasion patients and family members in our Day Patient Unit.

### **Key Tasks**

1. To complete all required training set out by North Yorkshire Hospice Care to ensure quality of support provided.
2. To volunteer collaboratively with other members of Just B and North Yorkshire Hospice Care, to enable the best possible continuity of care.
3. To attend quarterly internal supervision sessions with a member of the Just'B' Team, to explore support offered, a time for reflection and further learning opportunities.
4. To help facilitate our Drop-In. This involves offering face to face pre-bereavement, bereavement and emotional wellbeing support during the weekly Drop in Sessions.
5. To provide a non judgmental, supportive atmosphere for all attendee's at the drop in.
6. To follow and report any safeguarding or concerns using the pathway in a timely manner and in line with safeguarding policies and procedures.
7. To volunteer with all North Yorkshire Hospice Care Staff and volunteers according to policies and procedures, in an empowering and professional manner to ensure everyone can fully contribute to the organisation's strategy.
8. To embed the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority.

To carry out all duties in accordance with the law, the Hospice philosophy, and the Hospice policy on equality of opportunity and diversity and collective responsibility.

The above is indicative of the current responsibilities of the post which may change from time to time in consultation with the post holder in line with the service need.

### **3. Terms and Conditions**

Responsible to: Just 'B' Adult Services Volunteer and Trainee Leads

Hours: To be agreed with Line Manager

Location: North Yorkshire Hospice Care sites

### **Person Specification**

#### **Education/Qualifications**

- Completion of a safeguarding, wellbeing, bereavement and pre-bereavement support training program such as that offered internally by Just'B'.

#### **Experience**

Some previous experience in the areas below would be desirable. Must feel confident to gain experience in the following areas we will provide training for:

- Working with people affected by terminal illness or bereavement
- Working with safeguarding procedures
- Maintaining confidentiality and working within the law, statutory guidelines and the GDPR framework

#### **Knowledge/Skills**

- Ability to work effectively with other professionals
- Effective team worker
- Excellent communication skills
- Outstanding interpersonal skills
- Strong Organisational skills

#### **Attributes**

- Belief in organisational values
- Ability to work with empathy and attention to detail
- Self-aware and able to manage stressful situations with a calm and measured approach
- Commitment to own Continued Professional Development
- Tact and diplomacy in dealing with a variety of situations
- Adaptable to change
- Full understanding of and strong commitment to confidentiality
- Promote and sustain a responsible attitude towards diversity and inclusion within North Yorkshire Hospice Care