

ON-DEMAND SERVICES VOLUNTEER VOLUNTEER ROLE DESCRIPTION

Location:	Remote, online
Commitment:	4 hours per week (8am – 12noon, 12noon – 4pm or 4pm – 8pm Monday to Friday)

Who is Winston's Wish?

Winston's Wish provides emotional and practical bereavement support to children and young people up to the age of 25, their families and those who care for them.

Role Purpose

You will be delivering a range of digital services in order to provide bereavement support, advice and information to and for children and young people, as well as family members and professionals.

Service delivery takes place via a number of methods, including: taking calls on our Helpline; providing digital support through our live chat text-based system; and responding to emails through our ASK email service.

Volunteers will cover one four hour shift a week of either 8am – midday, midday - 4pm or 4-8pm Monday to Friday for a minimum of nine months to a year.

As Winston's Wish strives to develop its digital support offering, you will need to be confident in your ability to provide support via a variety of remote and digital platforms, being able to respond to immediate requests from children, young people, parents/carers and professionals for support and guidance. Previous experience is not required, full training will be provided.

Main Responsibilities

- Volunteer within a team to deliver a range of services including our Helpline, ASK email and live chat.
- Maintain a responsive digital service for service users looking for immediate bereavement support.
- Ensure the safety and wellbeing of our service users through adherence to the organisation's safeguarding policy and practices.
- Provide psychological, emotional and practical support to children and young people and parents that is fair and inclusive, in line with Winston's Wish's processes, policies and procedures.
- Maintain accurate records throughout all services, complying with the organisation's recording and reporting requirements.

- Participate in regular group supervision sessions.
- Promote equality of opportunity and diversity in accordance with Winston's Wish policy.

What skills do I need?

- Ability to be at ease talking about death and grief.
- Ability to work within a system of support, maintaining an accurate and confidential system of records.
- Excellent communication skills including active listening skills.
- Excellent interpersonal skills with the ability to confidently build and maintain good relationships with people from diverse backgrounds, ages and cultural beliefs.
- Ability to think quickly and respond with appropriate intervention in a timely manner, especially around risk or safeguarding concerns.
- Good organisational, data inputting and administrative skills.
- Strong IT skills, including confidence in using multiple IT systems.
- Ability to maintain clear professional boundaries at all times.
- Strong commitment to equality, diversity and inclusion.
- Strong commitment to the vision, mission, purpose and values of Winston's Wish.
- Ability to work effectively as part of a team and a whole organisation.