



Being there for *you*
and *your family*

ROLE DESCRIPTION

Volunteer Role Description

ROLE TITLE: Bereavement Support Volunteers

HOURS PER WEEK: Flexible – between the hours of 9am and 5pm; to be agreed

TEAM: Counselling and Bereavement Service

BASE: LOROS and Community

REPORTS TO: Counselling and Bereavement Service Manager/Bereavement volunteer supporter enabler

Summary of volunteer role: To provide group and individual Support for Bereaved people at LOROS and in the Community Hubs and one to one in their own homes

HOURS OF WORK: Variable, Core times are Monday to Friday

BASE: LOROS Hospice, Groby Road, Leicester

Personal qualities to fulfil the role:

- Good communication skills
- Advanced interpersonal skills, including being compassionate, non-judgemental and empathic.
- Active Listening Skills.
- Awareness of personal limitations
- Honest and reliable
- Confidence to support people in their own environment
- Be able to work alone or within a group

Training required to fulfil the role:

1. 2-day Bereavement training for volunteers at LOROS
2. Mandatory Training to include:
 - Fire Safety Awareness
 - Health and Safety
 - Equality and Diversity
 - Safeguarding
 - Information Governance
 - Confidentiality
 - Infection Control
 - Conflict Resolution
 - MCA/Dols

Key volunteer duties:

1. To assist with set up, 'meet and greet' and facilitation of the group as directed by the group lead.
2. Attendance of debrief and supervision as required for the designated group
3. Confidentiality
4. To visit identified people in their own home and offer 1-1 bereavement Support (Not Counselling)

The above role description is not exhaustive and LOROS reserves the right, after due consultation, to require the post-holder to undertake such other related duties as may reasonably be requested.

CONFIDENTIALITY

The memo "All information about patients and their relatives is CONFIDENTIAL" is relevant and all staff and volunteers are required to sign and abide by it. Additionally, for bereavement visiting you are expected to read and abide by the British Association for Counselling and Psychotherapy Code of Ethics and Practice for Counselling skills. In the context of bereavement groups information about patients and relatives is only shared for the purpose of receiving supervision and support with our casework. Normally information should only be shared with the Counselling & Psychological Support Services Manager or group leader/facilitator.

Exceptional Circumstances

A breach of client confidentiality may be considered where there is deemed to be a serious risk of harm to the client or a third party. If you think you are in such a situation seek advice immediately. Any decision on confidentiality will be taken by the Counselling & Psychological Support Services Manager or group leader/facilitator.

Personal boundaries and safety

Seek advice or support if you are in any way concerned about your work with a client. If you feel unsafe at any point during the session speak to the group leader/facilitator.

Keep your religious/spiritual beliefs and your own experiences of loss to yourself (self-disclosure should be limited and with caution). If clients wish to discuss their faith with someone who shares their beliefs, and you do not feel able to do this with them, a referral to the Chaplaincy team may be more appropriate.

Don't get involved with practical support and problem solving, we are there to empower our clients to help themselves, we disempower people when we do things for them.

You are expected to monitor and work within your level of competence, skills and emotional energy, there will be some people who need more time or skills than you can offer, a good referral on is not a failure.

Supervision and Debriefing of groups

The purpose of supervision is threefold. Firstly, it offers the opportunity for Counsellors and Bereavement Group workers to give and receive support around this challenging work. Secondly, it serves as educational function in which skills can be developed, ideas shared etc. Finally, it ensures accountability for all work undertaken on behalf of the Hospice.

After initial training the volunteer is on a six-month probationary period, during which time, in addition to the monthly meetings, they must report to the group leader/facilitator being prepared to discuss the session. This can be on the phone or face to face, as considered appropriate. At the end of the six-month period the volunteers will be required then to attend continual professional development.

GENERAL GUIDELINES FOR VOLUNTEERS:

1. All volunteers are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.
2. All volunteers are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.
3. All volunteers should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).
4. All volunteers will receive a handbook which outlines key information, it is the responsibility of the volunteer to read this book and sign to confirm.
5. In the event that a volunteer is unable to attend their allocated duty, they should contact the name staff member as soon as possible to notify absence.

6. All volunteers are entitled to receive appropriate training and support to fulfil their role, this will be discussed and appropriate plans put into place by the Hospice.
7. All volunteers should be aware of the Safeguarding Procedures and be able to escalate any concerns.
8. An opportunity to support LOROS Local by providing information and support to those accessing the vehicle with regards to raising awareness of all the hospice services.



Our vision and mission

Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.

Mission

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

loros.co.uk

Registered Charity No: 506120

LOROS

Hospice Care for Leukaemia, Lymphoma & Blood

Being there for you
and your family



Our values and behaviours



Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

loros.co.uk

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LOROS

Helping Care for Lifeboats, Lifeboats'Go & Beyond

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LOROS KEY FACTS

MARCH 2021

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.

£8.8M

Expenditure on patient care per year

£6.4M

Minimum amount of **income** to be raised per year
Excludes the activity of LOROS Education, which is a self-funding service.

Cost per hour
of running the charity



>2,959

No. of individuals receiving patient care from LOROS per year



admitted to Inpatient Ward



beds in Inpatient Ward



409 **328** FTE

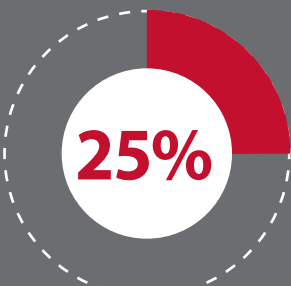
employees

1,300

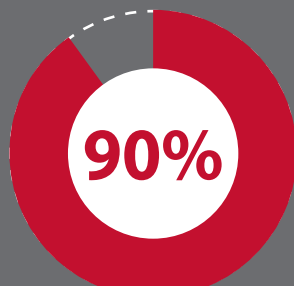
regular volunteers



Cost per bed/day including overheads



Portion of expenditure covered by NHS



Portion of charity costs directed to care services

Deliver **1,516** hours of educational training a year



24,235
LOROS Lottery numbers

29
LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

Figures accurate as at 31st March 2020 | Source: 2019/20 Statutory Accounts and Clinical Dashboard

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

loros.co.uk

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