

Bereavement Hub Task Description

Role Title:	Bereavement Hub Volunteer
Role Location:	Various Local Venues
Commitment:	3 hours per week
Responsible to:	Community Inreach Lead

Volunteering for Treetops - How you can make a difference

After completing mandatory training and an induction plan you will provide a local safe space for attendees to drop in and talk openly about their bereavement and loss and how it affects them

As a Bereavement Hub, you will:

- Prepare the space before each group session, guide attendees to refreshments
- Create a calm and friendly environment
- Facilitation of the group as directed by group leader
- Support attendees through any type of bereavement, without judgement
- Be emotionally present – offering support without trying to fix things
- Refer to staff if something feels beyond your role
- Be part of the debrief session after attendees have left
- Represent Treetops Hospice with warmth and respect
- Follow our policies and respect confidentiality
- Work as part of a team using a shared rota
- Attend ongoing training in bereavement and communication skills
- Represent Treetops Hospice with warmth and respect

Skills and Qualities We Value

We're looking for volunteers who can demonstrate:

- **Teamwork** – able to collaborate and share responsibilities
- **Reliability** – punctual, consistent, honest and dependable
- **Emotional awareness** – able to support others with compassion and without judgment in an empathic manner.
- **Adaptability** – open to change and responsive to diverse needs
- **Person-centred thinking** – respectful of individual experiences and preferences
- **Awareness of personal limitations** – speak to the group lead or manager
- **Communication skills** – clear speaking, active listening, and empathy
- **Self-reflection** – willing to learn and grow through feedback and experience

Some aspects of this role can be emotionally demanding. If you have any health needs or require adjustments, please let us know — we're here to support you.

How could volunteering benefit me?

- Make a real difference
- Make new friends in a caring and dedicated team.
- Develop your skills and experience in the healthcare sector.
- Enhance your CV and gain written references for prospective employers.
- Be a part of a team that celebrates diversity and respects cultural differences.
- Increase your grief literacy by receiving training from, and then representing, a leading local hospice.

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