

## Wellbeing Volunteer Role Description

30/09/2025

Role Title:	<b>Wellbeing Support &amp; Information Volunteer</b>
Role Location:	Treetops Hospice, Derby Road, Risley, DE72 3SS or at the Derby drop in
Commitment:	Our ideal would be - Monday 9.30am-1.00pm or Thursday 9:30am-12.30pm or 12.00pm – 3.30pm. You can give us as much or a little time as you can, most people give us half a day a week/fortnight or a full day on a Thursday.
Responsible to:	Wellbeing Space Clinical Team

### Volunteering for Treetops - How you can make a difference

On completion of induction and mandatory training, your role may involve:

- Prepare the space before each group session, guide attendees to refreshments
- Create a calm and friendly environment
- Gain a knowledge of Treetops Hospice services and how to access them
- Offer support as needed in an empathic and empowering way
- Work as part of a team using a shared rota
- 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
- Follow our policies and respect confidentiality
- Represent Treetops Hospice with warmth and respect

Full training will be given for these activities. This list is not exhaustive.

### Skills and Qualities We Value

- **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?

- The chance to develop new skills, knowledge and experiences to add to your CV
- Build your self confidence
- Improve your communication skills
- Being part of a team
- The opportunity to 'give something back' and support your local community
- Personal satisfaction.

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