

## **Volunteering Opportunities 2017**

### **Role Outline**

### **Reception & Helpline Volunteers**



### **About Bereavement Matters:**

Bereavement Matters - the St Albans & District Bereavement Network is a registered charity and has been operational since 2002. The organisation was set up to provide a service to help and support children, young people and adults, in the St Albans District, from any culture who have experienced bereavement impacting on their health, wellbeing or ability to function in their daily life. Bereavement Matters is well regarded and supported by local and county organisations involved with the care and education services, from where part of its funding comes. The remainder of our funding comes from grant applications, donations, legacies and other fundraising activity.

### **How we Work:**

The overall control and management of the Network is the responsibility of the Board of Trustees. Bereavement Matters employs 4 part-time staff, but also relies on around 50 volunteers to support and deliver our services.

The staff team is led by the Director who reports to the Chair of Trustees. The Director has overall responsibility for implementing the strategic goals and overseeing the day to day operation supported by the Network Administrator who is responsible for the office functions, a Clinical Lead who oversees the bereavement support services we offer and a Finance Administrator.

### **Outline of Tasks & Activities:**

#### **General Responsibilities:**

- Manage the main reception area greeting service-users and other visitors.
- Answer the telephone and direct calls to other team members as appropriate.
- Ensure that messages are recorded accurately and relayed in a timely manner.
- Act as the first point of contact for Clinical Helpline call, talking to callers needing support and advice.
- Contact service-users as directed, to confirm appointments, advise of any changes to counselling arrangement or notify about any cancellations.

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- Contact counsellors, visitors and children's team workers to advise of any changes to appointments, cancellations or other issues arising.
- Perform general admin tasks and support; this may include photocopying, collating documentation, preparing mailings, collating marketing packs, researching information, scheduling meetings, etc.

**Ideal Skills required:**

- Excellent telephone skills and ability to talk to a wide range of people in an understanding and non-judgemental way.
- Reliable and able to commit to volunteering on a regular basis.
- Flexible and adaptable.
- IT-literate and able to use a PC for basic tasks ie: emails, letters, internet research.
- Enjoy working as part of team and collaborating with colleagues.
- Able to work independently and use initiative within any guidelines given.

**Training & Development:**

- An induction and ongoing support/training is offered to all volunteers joining Bereavement Matters.

**Supervision:**

- This role will be supervised by the Clinical Lead, however you will work closely with other staff team members when you are in the office.

**Please note that we do not usually accept anyone who has experienced a close or family bereavement within the last 2 years.**

**For more information please contact Bereavement Matters  
by phone: 01727 841914 or by email: [admin@sabn.org.uk](mailto:admin@sabn.org.uk).**