

Volunteers have always and remain at the very heart of Cruse, supporting thousands of bereaved people every year and playing an incredible role enriching so many aspects of our organisation.

About the role:

As a Helpline Volunteer, you will join a volunteer community who provide listening and emotional one off support, to bereaved people. You must be able to offer an empathetic and non-judgemental approach to supporting our callers. The support provided is over telephone.

Skills and experience:

- Empathetic and Warm
- Excellent listening skills
- Proactive approach to self care
- Committed and Reliable
- Comfortable talking about death and grief
- Technical skills, to be able to multi task across different computer systems.

Time commitment:

- Attend training delivered over 6 weeks (1 day a week) via zoom , plus Including 2 weeks Induction
- Sign up to a minimum of 3 Helpline shifts a month, (in addition to attending Supervision)
- Attend Debriefs as needed, and communicate with your appointed Helpline Coordinator
- Attend mandatory monthly group supervision (2 hours) via zoom

What's in it for you?

- An opportunity to make a difference to bereaved people at the most difficult time of their lives
- Access to our highly regarded training
- Access to a range of ongoing Continuing Professional Development
- A supportive community of volunteers and staff

Practical considerations:

- Private and confidential space to work
- Good Internet connection
- Confident in the use of technology, whilst taking a call.
- Competent typing and writing skills
- Have the use of a Laptop/Computer

Our Values

Kind



Genuine



Inclusive



Ambitious

