

St Helena Hospice Volunteers

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer – Community Support
Department/Shop	Compassionate Communities
Location	Various
Reporting To	Community Development Project Co-ordinator

Volunteering at St Helena

We ask that all volunteers are sympathetic to and be able to project the philosophy, vision and values of St Helena.

The benefits of being a St Helena volunteer include:

- The opportunity to develop meaningful communication and listening skills
- The opportunity to make new friends with your peers and local communities
- The opportunity to connect with and support your local community
- The satisfaction of knowing you are making a difference to people facing incurable illness or bereavement
- Full support of a specified line manager within a dedicated team
- Volunteering has been proven to help improve mental and physical health and wellbeing and is therapeutic by keeping you active
- Regular news and updates about what's happening at St Helena so you feel part of the team
- Gives you a sense of purpose – the feel-good factor!

Role summary

As a Community Support Volunteer, you will play an important role in the Compassionate Communities programme by helping people talk about death and dying, grief and loss as well as raising awareness about St Helena Hospice services. We believe that breaking down taboos and getting people talking is key in helping communities support each other.

Your role will involve:

- Offering a welcoming, supportive presence and a listening ear to allow people to engage in meaningful conversations around topics such as incurable illness, caregiving, dying and bereavement. This may include signposting to relevant community support or care provision.
- Establishing contacts within the community and building relationships
- Supporting St Helena in informal sessions or larger events that may be held in community groups, charities, cafes or other organisations.
- Helping to promote Compassionate Communities principles and the work of St Helena in a positive, accessible way. See here for more information on our compassionate community principles [Compassionate Communities | St Helena Hospice](#)
- Connecting with St Helena staff and partners before and after events to give feedback and receive support

- Assisting with basic event logistics such as setting up spaces, offering refreshments, distributing materials, and collecting informal feedback

Training & supervision

- Online mandatory training relevant to the role
- Compassionate Conversations training – online/in person
- Dedicated line manager for training and support with regular meetings

Experience & qualifications required

- Experience in a role involving interaction with the public, especially in a supportive or listening capacity
- Understanding of the importance of compassion and empathy when discussing sensitive topics
- Ability to maintain personal and professional boundaries
- Comfortable speaking with people from a wide range of backgrounds

Personal attributes

- Passionate about St Helena
- Excellent communication skills with a polite and pleasant manner, empathetic and emotionally resilient
- Able to work independently and as part of a team
- Respectful, non-judgemental and inclusive
- Confident approaching and engaging with members of the public
- Reliable and trustworthy
- Comfortable talking about sensitive issues such as death and grief
- It is preferable to hold a clean current UK driving license and have access to a vehicle with business insurance due to some local travel.