

St Helena Hospice Volunteers

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer – Community Support
Department/Shop	Community Development (Care & Support) Team
Location	Local community
Reporting To	Community Development Team Manager / Compassionate Community Connector

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 new and existing skills and gain experience in the workplace
- The opportunity to make new friends with your peers and local communities
- 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 support St Helena Hospice's Compassionate Communities programme by helping to raise awareness and encourage open conversations about death, dying, grief and loss. Through relationship-building, community engagement and empathetic listening, you will help increase understanding, reduce stigma, and connect people with relevant support and services. This may include working with underserved or marginalised communities to help make hospice services more accessible and inclusive for all.

Volunteers play a vital role by supporting community engagement activities and increasing awareness both within St Helena and with the communities themselves. Offering informal, empathetic listening and engagement around topics such as life limiting illness, caregiving, dying and bereavement is a crucial part of this role.

A standard DBS check is required for this role.

Due to the nature of this role, we cannot accept applications from anyone aged 18 and under.

A clean current UK driving license and access to a vehicle is required due to some local travel for which expenses may be reclaimed.

Main duties of this role may include any of the following:

Activities undertaken by a Community Support Volunteer will vary depending on experience and availability, but may include:

- Attending and supporting public-facing events and organised sessions that promote compassionate conversations and raise awareness.
- Offering a welcoming, non-judgemental presence, engaging people in meaningful conversations, and providing sensitive listening around serious illness, loss and caregiving.
- Answering questions where able and signposting or referring individuals to appropriate support or your line manager when required.
- Promoting the Compassionate Communities principles and the work of St Helena in a positive and accessible way.
- Visiting community groups, establishing contacts and building positive relationships to increase awareness of St Helena and its services.
- Liaising with St Helena staff and partner organisations before and after events to receive support and provide feedback.
- Assisting with event logistics, including setting up venues, providing refreshments, distributing materials and gathering informal feedback.
- Working flexibly across hospice sites, community venues and from home.
- Understanding and adhering to confidentiality and data protection requirements at all times.
- Supporting the delivery of community-based initiatives for marginalised underserved groups.
- Potential to further support the Facilitating No Barriers Here workshops (specific training required for this additional role).

Training & supervision

- On-line mandatory training relevant to the role.
- Regular meetings with line manager.
- Compassionate Conversations training – online/in person
- Additional training may be required for volunteers helping with specialised activities such as No Barriers Here workshops.

Experience & qualifications required

- Lived experience of belonging to, or working with seldom heard communities is advantageous.
- 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