

Grief support for children  
and young people in  
Swindon & Wiltshire



Nov 2023

## Swindon Family Group Work Volunteer

### Role Description

**Role Title:** Family Group Work Volunteer

**Reporting to:** Service Director

Wiltshire Treehouse is a small charity based in Swindon which supports bereaved children and young people. We provide a range of support services including advice and guidance to families and professionals, a family programme (for primary aged children and their parents/guardians), and a group for young people (11-18yrs old).

#### **Role Description:**

This role involves working directly with children and their families. Group work volunteers will be part of a team supporting a lead worker to run the group. There is scope to develop leadership roles, should volunteers like to take this route.

The role includes building trusting relationships with children and their parents/carers and encouraging them to take part in activities. Volunteers will support children to explore their grief by supporting them to take part in activities themed around memories, feelings, coping strategies and support networks. The role will also include general tasks such as setting up, clearing up, and making refreshments.

This role is within a small team which consists of paid staff, volunteers and trustees all of whom are passionate about the work we do.

This is an exciting opportunity within an expanding charity. Volunteers should have an interest in working with children, young people and families within a group setting and have a deep empathy for the objectives of the charity.

All volunteers are subject to an enhanced DBS check, at the expense of the charity. Reasonable out of pocket expenses can also be paid, for example travel costs.

You will need to be at least 18 years old to carry out this role.

### **Hours required:**

Family group programme – for primary aged children and their parent(s)/guardian(s). This group uses games, craft and stories to explore grief. The programme is delivered in a number of ways.

This includes –

1. Our 4 day programme which takes place over 4 Saturdays at our base Westlea Primary School, Swindon. The time for volunteers is 9am – 2pm on each Saturday. Our aim is to run this 2 – 3 times a year.
2. Our A Day to Remember programme is an intensive 1 day programme which is delivered in venues across Swindon and Wiltshire depending on the needs of our families. The time for volunteers is usually 9am – 4pm. Our aim is to run this 1 – 2 times a year.

In total we expect the commitment for a volunteer to be no more than 4 programmes a year, to include a mix of our 4 day and 1 day intensive programmes. The maximum is likely to be 16 sessions a year.

Dates are circulated and volunteers are asked to commit to dates they can attend.

### **Key Responsibilities**

- To work with service users within a group programme
- To make service users feel welcome and comfortable
- To build trusting relationships with service users (children and their parents/carers)
- To encourage service users to take part in activities to the best of their abilities
- To support each child to explore their grief in a non-judgemental manner
- To help with general tasks such as setting up, tidying up and making refreshments
- To work within national and local Treehouse guidelines and policies ensuring that practice is standardised, ethical and safe. This includes child protection, complaints and grievance procedures
- To participate in supervision both individually and as part of the Treehouse volunteer team

### **Key Working Relationships**

- Children and their families
- Treehouse Volunteers
- Treehouse colleagues

### **Skills and Experience**

Experience of working with children and families would be an advantage, as would an understanding of grief. However, training can be provided.

Some of the children who have used our service have identified the following qualities as important:

- A good listener
- Understanding
- Accepting of the different ways people grieve

## **GENERAL INFORMATION**

### **Equal Opportunity**

All volunteers must comply with Treehouse Operational Policy “Equal Opportunity” section and must not discriminate on the grounds of race, colour, nationality, ethnic or national grounds, sex, marital status, disability or any other grounds which cannot be shown to be justifiable.

### **Health and Safety**

All volunteers are subject to the requirements of the Health & Safety at Work Act. Volunteers must ensure that their methods do not endanger themselves or others.

### **Data Protection/Confidentiality**

All volunteers are subject to the requirements of the Data Protection Act 2018 and must maintain strict confidentiality in respect of client records and information.

### **Variation**

This role profile is not intended to be a complete list of duties and responsibilities but as a guide for information.