

Grief support for children  
and young people in  
Swindon & Wiltshire



2025

## **Swindon Family Programme Volunteer**

### **Role Description**

**After reading this information you can apply for this role by emailing [admin@wiltshiretreehouse.org.uk](mailto:admin@wiltshiretreehouse.org.uk) to request an application form**

**Role Title:** Family Programme 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, and group programmes for bereaved children and young people.

For more information about our services visit [Tree House Wiltshire - Bereavement support for children and young people in Swindon and Wiltshire](#)

#### **Role Description:**

Can you help us to provide grieving children with a safe place to explore their grief?

This role involves working directly with children who attend our family programme. The programme is designed for children aged 6-11 years old and uses stories, play and craft activities to help children to explore, express and understand their grief.

Family programme volunteers will be part of a team supporting a lead worker to run the group.

The role includes building trusting relationships with children (and the parents/carers who attend alongside them) and encouraging the children to take part in activities. Activities are pre-planned and are

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.

There is scope to develop leadership roles, should volunteers like to take this route.

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 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:**

Each programme runs over 4 Saturdays at our base at Westlea Primary School, Swindon. The time for volunteers is 9am – 2pm on each Saturday. We run the programme 3 times annually, generally at the start, middle and later part of the year.

We would love for volunteers to help with each programme we run (3 a year, equalling 12 Saturday sessions per year). However, we recognise that life can be busy so if this is not possible we ask volunteers to commit to at least 2 programmes a year (which is 8 Saturday sessions a year). This helps us to ensure consistency and quality across our programmes, for the benefit of the children.

Dates of programmes are circulated in a timely manner and volunteers are asked to commit to dates they can attend.

Volunteers are also required to take part in

- induction training, which is held over 4 evenings (1 evening is in-person in West Swindon, the others are online)

- online safeguarding training at least once every 3 years
- a team meeting in person in Swindon once a year (this is normally a weekday evening)

Volunteers can help more if they'd like to. For example, there will be ad-hoc events during the year that volunteers are welcome to help with – this includes events for our families and fundraising events. There will also be voluntary opportunities for additional training that may be of interest.

### **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

## **Support for volunteers:**

Volunteers will receive support from the lead worker running the programme, including a group de-brief directly after each session (after the families leave). Volunteers also have other opportunities for support alongside the other volunteers.

Volunteers are also supported via our Employee and Volunteers Wellbeing and Mental Health Policy.

Volunteers are part of a wider Wiltshire Treehouse team who are all passionate about the work we do and are supportive of each other.

## **GENERAL INFORMATION**

### **Equal Opportunities**

All volunteers must comply with Treehouse Operational Policy "Equal Opportunity" section and must not discriminate on the grounds of age, 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.

If you would like to apply for this role please email [admin@wiltshiretreehouse.org.uk](mailto:admin@wiltshiretreehouse.org.uk) to request an application form. For any other questions or enquiries please contact Kath Brownlee at [servicedirector@wiltshiretreehouse.org.uk](mailto:servicedirector@wiltshiretreehouse.org.uk)