

# Penhaligon's Friends Family Support Volunteer Role Description

**Role Title:** Penhaligon's Friends Family Support Volunteer.

**Supported by:** Volunteer Coordinator & Family Services Team.

**Where you will be based:** Our Redruth Offices / Various locations across the county.

## About Us:

We're Penhaligon's Friends, a Cornish charity dedicated to supporting children, young people, and their families as they navigate their grief journey following a bereavement. We provide a range of support and useful resources to bereaved children and their families to help them share their experiences and receive essential advice. Our mission is to *'support bereaved children, young people and families living in Cornwall when they need it and in a way that is right for them. To achieve this we work closely with parents, carers, professionals and local communities when someone in a child or young person's life has died'*.

## About this role:

Our Family Support Volunteers start their volunteering journey with us by completing our free Introduction to Penhaligon's Friends half-day training alongside our free two-day 'Family Support Volunteer' training. Family Support Volunteers may also go onto complete additional bespoke training for particular roles if required. Whilst our Volunteer Coordinator is responsible for recruitment, induction and general reviews with Family Support Volunteers, practical family support volunteering is overseen by our Family Services team.

Family Support Volunteering includes:

1. Helping our Family Support team run Teens Groups, and Family Groups.
2. Helping our Family Support team lead Memory Days and Family Days.

Family Support Volunteers can also choose to undergo further bespoke training to equip them to:

3. Help our Family Support team provide telephone support to families.
4. Help our Family Support team carry out family visits.

Family Support Volunteers may assist across all four areas of volunteering or prefer to focus on one or two particular area(s) - the choice is up to you! Some of the Family Support Volunteering is for ad hoc or specific events, for example at one of our Memory Days or Family Support Volunteers may prefer to carry out regular volunteering, eg at one of our monthly Family Groups.

Whilst some of our Family Support Volunteers carry out their volunteering during school or office hours, there are also opportunities to volunteer during the evening or at weekends. Whether you want to support us at regular or ad hoc events, require some flexibility around your paid work or caring responsibilities, we are sure that we have a volunteering role that is right for you.

## **Family Support Volunteering Roles in more detail.**

### **Family Support Volunteering at Family Group:**

Family Group offers families with primary school aged children a regular time and place to be able to come along with their children and meet up, alongside memory activities for the children. We currently run monthly groups in Blackwater and Liskeard. Family Group volunteers operate in teams of up to 4 other volunteers alongside the Family Services worker and may choose to volunteer each month or on an ad hoc basis.

### **Family Support Volunteering at Teens Group:**

Teens Group offers young people aged 11-18 a regular time and place to be able to meet up with others to take part in reflective and fun activities and have someone to talk to. We currently run monthly groups in Blackwater and Bodmin. Teens Group volunteers operate in teams of up to 2 other volunteers alongside the Family Services worker and may choose to volunteer each month or on an ad hoc basis.

### **Family Support Volunteering at a Memory Day**

Memory Days take place in Truro two or three times a year on Saturdays. Our families come together for support and connection under the skilful guidance of our Family Services staff and volunteer team. 10-15 volunteers attend each memory day and stay for the full day which includes set up and debrief / pack down. Memory Day volunteers also attend a 90 minute online pre-planning meeting about 10 days before the Memory Day.

### **Family Support Volunteering at a Family or Teen Day**

Family or Teen Days are social days out throughout the year for families, young people and teenagers attending our groups. These are social days out which provide an opportunity for people to meet, connect and have fun in a relaxed environment and are often a first 'stepping stone' to accessing further support from us. Family Support Volunteers attend each Family or Teens Day to support the Family Services worker, provide a warm welcome and be on hand to offer any support.

### **Family Support Volunteering: Telephone Support - *additional training***

Telephone Support volunteers operate from our offices in Drump Road, Redruth and help to maintain our on-going contact with families providing assistance with enquiries, guidance, welfare and generally being a source of further information and support. For Family Support Volunteers wishing to provide Telephone Support, they would be required to undertake our additional '*Telephone Training*'.

### **Family Support Volunteering: Family Visits - *additional training***

Family Visits offer an opportunity to meet with our families / carers, children and young people at their home, in our office or at an alternative venue to discuss our support, offer advice and find out how our families are. Family Visit Volunteers work in pairs alongside a 'Lead Assessor' (who has completed further Lead Assessor training). Lead Assessors submit an accurate written summary of each visit which include contributions from the Family Visit Volunteer. For Family Support Volunteers wishing to provide support with Family Visits, they would additionally be required to undertake our additional '*Family Visit Training*'.

## Key Tasks and Responsibilities:

- Provide an informative, sensitive and welcoming approach to families, children and young people.
- Act as an ambassador for Penhaligon's Friends.
- Understand the role of Penhaligon's Friends and be able to provide an overview of our support.
- Adhere to Penhaligon's Friends values, policies, and procedures at all times.
- Participate in relevant volunteer training to develop knowledge and understanding appropriate to the role.
- Act in a way that is non-discriminatory, valuing and respecting of others.
- Participate in regular debriefs and updates with your Family Services contact.
- Communicate regularly with our Volunteer Coordinator, taking part in relevant volunteer reviews and termly volunteer meetings.

## The skills you need:

- Enthusiasm about Penhaligon's Friends and the work we do.
- Good communication & listening skills.
- Reliable with strong organisational skills.
- Demonstrate a sensitive, empathic and caring attitude towards others.
- Be able to contribute as part of a team.
- Maintain a flexible approach to volunteering.

## Essential requirements:

To become a Family Support Volunteer, you will need to have:

- Completed our free three-hour '*Introduction to Penhaligon's Friends*' training.
- Completed our free two-day '*Family Support Volunteer*' training.
- Completed a Volunteer Application form and provided 2 references.
- Obtained an up-to-date enhanced DBS (Disclosure Barring Service) certificate.
- Read and understood Penhaligon's Friends policies relating to volunteering, signed our confidentiality agreement and provided an up-to date photo for your volunteer ID badge.
- Successfully attended a volunteer induction.