

Penhaligon's Friends One-to-One Volunteer Role Description

Role Title: Penhaligon's Friends One-to-One Volunteer

Supported by: Volunteer Coordinator & Family Services Lead

Where you will be based: 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:

Volunteers who deliver One-to-One Support will have completed our 4-Day Comprehensive Understanding of Childhood Loss & Grief training. Additionally, they will be required to attend a further free one-day training specifically on becoming a One-One Support Volunteer to ensure they have more in-depth skills and knowledge to deliver sessions with young people independently. As a Penhaligon's Friends One-to-One Support Volunteer, you may use your professional skills within your volunteering for us. However, your role is not to provide clinical interventions, but to provide therapeutic support that can enable a child / young person to explore their grief, understand the feelings they have been experiencing and to help them to develop tools to enable them to live alongside their grief.

One-to-One Volunteers carry out support sessions during school or office hours, usually in educational settings or from our office in Redruth and are overseen by our Family Services team with support from our Volunteer Coordinator. One-to-One Volunteers operate closely with the Family Services team, liaising with appointments, providing detailed notes and attending regular supervision with the Family Services Lead.

We also require One-to-One Volunteers to attend regular update training on the One-to-One role and Safeguarding.

Key Tasks and Responsibilities

- Act as an ambassador for Penhaligon's Friends.
- Understand the vision of Penhaligon's Friends and be able to provide an overview of our support.
- Provide an informative sensitive and welcoming approach to families, children and young people.

- Know where to find, and adhere to, Penhaligon's Friends values, policies and procedures at all times.
- Act in a way that is non-discriminatory, valuing and respecting of others.
- When delivering One-One Sessions to attend monthly supervision with the Family Services Lead.
- We are happy for volunteers to set an area or distance that they are prepared to travel to schools to provide individual support.
- One to one volunteers need to have availability during the school day, although we will always try to work around the volunteer's other commitments.
- Commitment to undertake an agreed number of sessions with a young person (typically 6 sessions).
- At the end of sessions to communicate with the Family Services Lead and Family Services Team member who is linking with the Child's family to ensure they know the date/time of next planned session and to communicate any immediate concerns or needs to the team.
- Provide accurate and legible written records commensurate with your role.
- Provide regular updates and communication with our Volunteer Coordinator
- Undertake training to develop knowledge and understanding appropriate to the role.

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 the team.
- Maintain a flexible approach to volunteering.

Essential requirements:

To become a One-to-One Volunteer, you will need to have:

- Completed our 4-Day Comprehensive Understanding of Childhood Loss & Grief Training.
- Completed one-day One-One Support Volunteer Training.
- Completed a Volunteer Application form and provided 2 references.
- Completed Penhaligon's Friends Safeguarding training.
- Obtained an up-to-date enhanced DBS (Disclosure Barring Service) certificate.
- Commitment to undertake regular supervision with our Family Services Lead.
- Successfully attended a volunteer induction.