

Winchester Bereavement Support

Role description – Bereavement Visitor

It is hoped that those joining the Charity in the role of Bereavement Visitor firmly intend to volunteer for at least two years from completion of training.

Role summary

- To visit the Charity's clients in their own homes or by telephone in order to provide a listening service, the aim of which is to help the bereaved person to find their own way into the future.

Main Responsibilities

- To receive requests from the Referrals Team to contact a new client to arrange a suitable time to call or visit. (Bereavement Visitors are expected to take at least two thirds of the cases referred to them).
- To aim to make such contact with the client within 48 hours.
- To visit or telephone the client for an appropriate length of time and to arrange ending in discussion with the client and supervision group.
- To ensure that at all times they follow the safety guidelines laid down in the WBS Handbook.
- To be aware of potential safeguarding issues for the client and take appropriate action when necessary.
- To signpost client to other services where appropriate.
- To complete the appropriate documentation when the visits to the client have finished.
- To dispose of any notes made in a safe and timely manner.
- To advise the Referrals Lead when they are available to take on a new client.
- To attend monthly supervision meetings **unless they are taking an agreed sabbatical or are unwell or away.**
- To attend continuing training workshops when these are organised.

Qualities

- To be empathetic.
- To be a good listener.
- To be non judgemental

- To recognise the confidential nature of the work.
- To keep within the boundaries of a WBS visitor (as taught in training and supervision).
- To ensure protection of the good name of WBS.