

Grieffalk Helpline Volunteer Expectations Form

A shared and clear understanding of roles and responsibilities by both grieffalk and its volunteers is necessary to provide its contacts with a consistent and reliable high quality service. This document seeks to make clear those expectations. It is not a contract and is not intended to create any legal relationship including that of employer and employee.

Grieffalk will aim to be as flexible as possible, and recognises that volunteers need to fit volunteering in with their other commitments. However, Grieffalk will not be able to support volunteering which does not make a reasonable contribution to the organisation.

Please be aware this volunteering position is made subject to receipt of a completed Disclosure and Barring Service check.

Commitment:

- Volunteering for the grieffalk helpline requires a regular commitment of time and availability.
- To dedicate a minimum of at least 6 months to the grieffalk helpline
- To dedicate a minimum of 4 hours per week to the grieffalk helpline.
- Consistency and reliability are essential to fulfilling this role effectively.
- Turning up to shifts on time (whether I am doing shifts at home or in the head office)
- To give a minimum of 3 days' notice if I am unable to make my shift. In the circumstances, I am feeling unwell; I will give as much notice as possible.
- To attend regular supervision
- To negotiate and agree with the grieffalk helpline managers if a period of inactivity becomes necessary
- To give as much notice as possible of any intention to cease volunteering for grieffalk and to participate in any leaving procedure

Confidentiality:

- A grieffalk helpline volunteer, may have access to sensitive and personal information shared by contacts.
- To maintain strict confidentiality and not disclose any identifying information or details about contacts outside the context of the grieffalk helpline.
- Any notes taken will only be contained within the call handling system
- Breaching confidentiality may result in termination of my volunteer position.
- Grieffalk shifts are held in a confidential space when doing shifts from home

Active Listening and Empathy:

- Commit to providing non-judgmental, empathetic, and compassionate support to grieftalk helpline contacts.
- Active listening is a crucial skill, and a volunteer will strive to understand contacts' concerns and emotions without imposing personal beliefs or biases.
- Respect the feelings and choices of the contacts, ensuring a safe and supportive environment for them.

Cultural Sensitivity, Inclusivity and reflexivity:

- Acknowledge and respect individual differences, including but not limited to race, ethnicity, gender identity, sexual orientation, religion, disability, and socio-economic background.
- Commit to providing support without discrimination or prejudice, creating an inclusive and welcoming space for all contacts on the grieftalk helpline.
- Recognise the importance of taking time to reflect on a volunteers own cultural background, experiences, and beliefs. Recognise that individuals are influenced by the cultural context in which they are raised and that this context can often be invisible or taken for granted. By engaging in cultural reflexivity, a volunteer can gain a deeper understanding of their own cultural background and its impact on their worldview. Cultural reflexivity is important for fostering cultural competence, empathy, and inclusivity. Being reflexive, can develop a greater appreciation for diversity, challenge stereotypes and prejudices, and engage in more meaningful and respectful interactions with contacts from different cultural backgrounds.

Boundaries and Self-Care:

- Maintaining healthy boundaries is essential for a volunteers well-being and the well-being of grieftalk contacts.
- seek support and guidance from supervisors or designated grieftalk helpline managers when facing challenging or emotionally demanding situations.
- Practice self-care and seek assistance if needed to ensure that a volunteer is mentally and emotionally prepared to provide effective support.
- Notify the Grieftalk helpline Manager of any personal circumstances that could affect bereavement support work

Training and Professional Development:

- Acknowledge that initial training is a mandatory requirement to become a grieftalk helpline volunteer. If the training is online, this must take place in a confidential space and with cameras turned on.

- Commit to attending all training sessions, workshops, and ongoing education opportunities provided by the organization.
- Adhere to the policies, practice and standards of grieftalk as appropriate to the prevailing context
- Open to feedback and constructive criticism, as it contributes to personal growth and enhances the quality of support provided.

Team Collaboration:

- Understanding that volunteering for the grieftalk helpline involves working collaboratively with other volunteers and staff members.
- Maintain open and respectful communication with fellow volunteers, advisors, supervisors, managers and other team members.
- Willingness to participate in team meetings, debriefing sessions, and other activities that contribute to the effective functioning of the grieftalk helpline.

Policies and Procedures:

- Adhere to the Grieftalk policies and procedures
- Adhere to the Children and adult safeguarding policy and will respond to any safeguarding concerns in line with the policy
- Adhere to all other Grief Encounter policies and procedures

Additional requirements:

- To have proficient computer skills
- To have access to an adequate desktop/laptop computer