

Volunteers have always been and remain at the very heart of Cruse, supporting thousands of bereaved people every year and playing an incredible role enriching so many aspects of our organisation. Supporting children and young people who have been bereaved is a key part of our organisation, enabling us to provide timely bereavement support when a child and young person is experiencing grief and its impact.

The Cruse CYP bereavement service offers bereavement support to children and young people aged between 7 – 25 years across England, Wales and Northern Ireland who are affected by the death of someone important to them. We work with CYP remotely through telephone, video and in person. Sometimes we also support children and young people in groups, in schools, communities and at family events.

About the role:

You must be able to offer a person centred, empathetic and non-judgemental approach to supporting all our children and young people, in accordance with Cruse Bereavement Support's policies and procedures. This role is generally home based so you must have a quiet and private space to work in but sometimes you may also be required to travel to schools or other community locations to support children and young people.

You must be open and confident to communicating with a diverse range of children, comfortable talking about death and grief and at ease supporting families who may be highly emotional. At times the work may be distressing but the reward of being able to make a difference to a child or young person is one of our volunteers' main motivations for doing this role.

What will you be doing:

- Providing emotional and practical support to parents/carers.
- Providing confidential emotional and practical support to children and young people.
- Using child centred, age-appropriate resources to help CYP understand the death which has occurred and help them to manage their emotions moving forwards.
- Maintaining accurate records on our CRM system, complying with organisational requirements.
- Ensure the safety and wellbeing of every CYP by responding to any safeguarding concerns with appropriate action or support, according to Cruse's safeguarding policies and procedures.
- There may also be opportunities to take part in further training to allow you to work with groups of CYP, groups of parents/carers, or delivering bereavement awareness to teachers/ other professionals/community groups supporting bereaved CYP.

Skills and experience:

We are looking for someone with the following attributes and skills to apply for this role. We are regrettably unable to consider applicants who have experienced a major bereavement within the preceding 2 years due to readjustment to personal loss.

- Empathetic and warm with excellent listening skills
- Outstanding communication skills with children and young people

- Awareness of the importance of maintaining strong professional boundaries
- Personal resilience and proactive approach to self-care
- Open to receiving feedback from supervisor
- Self-reflective approach to learning

Essential Skills

- Competent IT skills and a willingness to learn to use new systems
- Strong verbal communication skills
- Ability to clearly and compassionately communicate with children and young people, and their families, over the telephone, on a video call or in person.
- Promote equity, diversity and inclusion through a willingness to work with a diverse range of children and young people of different ages, abilities, backgrounds and cultural beliefs.
- Commitment towards maintaining confidentiality

Desirable Experience:

- Experience in a child focused profession
- Experience working with bereavement and/or bereaved people
- Experience handling safeguarding issues

Time commitment:

We ask for commitment to support 2 clients per week and to volunteering for Cruse for at least 2 years. We also ask that you commit to attending a regular 2-hour group supervision session.

Our standard opening hours are:

Monday -Friday 9am – 8pm

Saturday 10am-2pm

Sunday closed

Bank holidays 10am -2pm

What's in it for you?

- A hugely rewarding and fulfilling volunteer role and experience where you can make a real difference to children and young people.
- An ability to meet new people in a hugely supportive and friendly environment.
- Regular group supervision sessions, with qualified supervisors.
- Attend Continuing Professional Development (CPD) sessions; talks and workshops for volunteers from Cruse trainers and external organisation or speakers.

Who you'll be volunteering alongside:

You will be volunteering as part of a thriving community of CYP volunteers who are passionate about supporting bereaved CYP and continuously developing their practice.

You will be well supported by your supervisor, regional team of staff and volunteers and each other.

Practical considerations:

Training Commitment

Before you can begin working as a CYP bereavement volunteer you will need to complete our Bereavement Support Foundation course for working with Children and Young People. The training is free and requires you to complete a portfolio of work.

Training takes 32 hours over 6 days and includes safeguarding training. Whilst undertaking the CYP Bereavement Support Foundation Course you are required to complete portfolio work each week in your own time, to be submitted weekly for marking.

Please be aware that you will be required to fulfil certain criteria before you will be issued with your completion certificate for the Foundation course.

DBS

Cruse is committed to safeguarding the welfare of all children and young people. Volunteers must apply for a relevant disclosure check, the cost of this will be reimbursed by Cruse.

IT considerations

- You will need a stable broadband connection
- The use of a laptop or computer for conducting online bereavement sessions, attending meetings and accessing Cruse internal systems such as recording confidential contact records.
- Access to a stable telephone connection for conducting bereavement support on the telephone.

How to apply:

To learn more about becoming a CYP Bereavement Volunteer please attend one of our virtual open days, which are advertised regularly on our website and social media pages.

Our values

Kind



Genuine



Inclusive



Ambitious

