Volunteer Helpline Support worker

Helpline: 01342 313895 Opening Hours: Weekdays, 9.30 am – 12.30 pm

Role Summary

The Volunteer Helpline Support worker provides calm, compassionate, and confidential support to adults who are caring for, or working with, a child or young person experiencing bereavement. Callers may be parents, carers, teachers, social workers, or healthcare professionals seeking guidance on how best to support a grieving child. Volunteers offer a listening ear, practical information, and reassurance during what is often a deeply emotional and uncertain time.

Key Responsibilities

- Helpline Support — Answer calls with empathy, patience, and professionalism, creating a safe space for callers to share concerns.
- Bereavement Guidance — Provide clear, age-appropriate information on how children and young people understand and respond to grief.
- Call Assessment — Gently explore the caller's situation to understand their needs and identify appropriate next steps.
- Information & Signposting — Offer accurate information about grief support, resources, and relevant services.
- Record Keeping — Maintain brief, confidential notes in line with organisational policies.
- Safeguarding Awareness — Recognise when a concern may require escalation and follow safeguarding procedures.

Skills & Qualities

- Experience Supporting Bereaved Families — Ideally has prior experience offering emotional or practical support to families coping with grief.
- Active Listening — Ability to listen without judgement and respond with warmth and clarity.

- Emotional Resilience — Comfortable supporting callers who may be distressed or overwhelmed.
- Clear Communication — Able to explain sensitive information in a calm, accessible way.
- Professional Boundaries — Understands the limits of the role and when to escalate concerns.
- Team Collaboration — Willing to work closely with staff and fellow volunteers.

Time Commitment

- Weekday morning shifts, between 9.30 am and 12.30 pm.
- Volunteers are asked to commit to a regular weekly or fortnightly slot where possible.

Training & Support

- Bereavement Training — Basic training on childhood grief, communication skills, and safeguarding.
- Ongoing Supervision — Regular check-ins and emotional support from experienced staff.
- Peer Support — Opportunities to debrief and learn alongside other volunteers.

Impact of the Role

By volunteering on the helpline, you help adults feel more confident and supported as they care for a grieving child. Your presence can reduce isolation, provide clarity during crisis, and ensure that children and young people receive compassionate, informed support at one of the most difficult moments in their lives

We will require a clear DBS check and two references.