



Being there for *you*  
and *your family*

## Role Description

<b>ROLE TITLE:</b>	Bereavement Support Volunteers
<b>HOURS PER WEEK:</b>	Flexible – between the hours of 9am and 5pm; to be agreed Variable, Core times are Monday to Friday
<b>TEAM:</b>	Counselling and Bereavement Service
<b>BASE:</b>	LOROS Hospice or out in the community at a Hub
<b>REPORTS TO:</b>	Counselling and Bereavement Service Manager/Bereavement volunteer supporter enabler

### Impact Statement

LOROS prides itself on looking after those who have experienced bereavement. Bereavement support volunteers make a huge difference to those who are grieving for a loved one by listening and empathising with their loss. It enables LOROS to have a wider reach in the community and to demonstrate its values around care and compassion.

### Summary of Volunteer Role

To provide group and individual Support for bereaved people at LOROS and in the Community Hubs and one to one in their own homes

### Key Volunteer Duties

- To assist with set up, 'meet and greet' and facilitation of the group as directed by the group lead.
- Attendance of debrief and supervision as required for the designated group
- To visit identified people in their own home and offer 1-1 bereavement Support (Not Counselling)

### Essential Requirements

- A successful DBS Check
- To be prepared to share with those responsible for the service such personal circumstances or pressure which may from time to time require a reduction in or break from counselling work thus enabling us to maintain a consistent service to LOROS clients

### **Personal Qualities to fulfil the role**

- Good communication skills
- Advanced interpersonal skills, including being compassionate, non-judgemental and empathic.
- Active Listening Skills.
- Awareness of personal limitations
- Honest and reliable
- Confidence to support people in their own environment
- Be able to work alone or within a group

### **Learning and Development required to fulfil role**

#### **Mandatory Training (Annual)**

- Fire Safety Awareness
- Health and Safety quality and Diversity
- Safeguarding
- Data security (including confidentiality)
- PREVENT training
- Infection prevention

#### **Role specific Off the job training**

- 2-day Bereavement training for volunteers at LOROS
- Conflict Resolution
- MCA/Dols

#### **On the job development and Learning carried out by a bereavement counsellor**

- Induction
- Bereavement support volunteers will receive close support from a practice supervisor who is a qualified bereavement counsellor
- As well as the two-day course there will be on-going reinforcement of key issues around:
  - Confidentiality
  - Personal Boundaries and safety
  - Staying within your levels of competence
- Structure supervision and debriefing will pick up issues and help develop useful skills.

#### **General guidelines for volunteers:**

1. All volunteers are subject to:
  - Equal Opportunities Legislation,
  - The Data Protection Act
  - The Health and Safety at Work Act 1974.
  - LOROS Safeguarding Procedures
  - LOROS Confidentiality Policy.

2. All volunteers should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see Our values and behaviours below).
3. All volunteers will receive a handbook which outlines key information.
4. All volunteers are entitled to receive appropriate training and support to fulfil their role, this will be discussed and appropriate plans put into place by their manager



# Our vision and mission

## Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.

## Mission

(Our goals and activities in working towards our Vision)

**LOROS** is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

**LOROS** specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

**LOROS** contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

[loros.co.uk](http://loros.co.uk)

Registered Charity No: 506120

**LOROS**

Hospice Care for Leukaemia, Lymphoma & Blood

Being there for you  
and your family



## Our values and behaviours



### Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



### Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



### Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



### Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



### Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



### Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

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**LOROS**

Helping Care for Learning, Learning's for Help

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# LOROS KEY FACTS

## SEPTEMBER 2018

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.



**>2,500**

No. of individuals receiving patient care from LOROS per year



Of whom **665**

admitted to Inpatient Ward



**31**

beds in Inpatient Ward



**343**

employees

**1,500**

regular volunteers



Average length of stay **14 days**



**£560**

Cost per bed/day including overheads



Cost per attendance for Day Therapy **£305**

Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, dietitians and dentistry.

**Cost per hour** of running the charity



**£8.2M**

Expenditure on patient care per year

**£6.0M**

Minimum amount of Income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



Portion of expenditure covered by NHS



Portion of charity costs directed to care services

**2,165**

participants in LOROS educational activities per year



LOROS Lottery numbers



LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

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**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland

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