

## Therapeutic Support Volunteer

- Purpose of Role:** To provide support during our direct therapeutic activities to bereaved children and young people (aged up to 17yrs inclusive) on our activity days and residential weekends.
- Optional Role:** [Youth Panel & Young Volunteer Supporter](#): see separate role description
- Reporting to:** Child Bereavement Services Manager
- Location:** Nelson's Journey, Smiles House, Octagon Business Park, Hospital Road, Little Plumstead. NR13 5FH and at venues across Norfolk supporting Nelson's Journey to deliver the therapeutic service.
- Hours:** Direct therapeutic activities take place regularly across the year. We would like you to be able to offer your time for at least one of our therapeutic weekends each year.

*Please note - this requires a DBS check*

### Duties and responsibilities

- To assist in the successful delivery of direct therapeutic support for children and young people
- To work collaboratively and supportively within your team of volunteers and as a group
- To assist with the smooth running of therapeutic support by ensuring resources are ready for the required activities
- To assist with the parent and carers group, when required, helping them to better support their bereaved children and young people.

### Training

All therapeutic volunteers are required to undergo a full day of training during which they will learn about children's experience of the grief process and how Nelson's Journey supports these individuals. Please note that volunteers will be asked to reflect on their own lives and share any loss experiences they have had.

Safeguarding training is mandatory and will be provided by Norfolk County Council.

Upon successful completion of this training, a cleared DBS Check and two references the volunteer would then be included in email invitations to volunteer their time.

## **Person Specification**

- An interest in the work of Nelson’s Journey and supporting bereaved children.
- Enjoy working well as part of a team.
- A flexible approach and happy to take on a variety of tasks.
- A sense of humour.
- An understanding of the need for confidentiality.
- Reliability and trustworthiness.
- A willingness to take part in training for the role.

## **Expenses**

Travel expenses will be paid on a mileage basis at the current Government rate for all authorised journeys undertaken.

## **Additional Information:**

We must ensure that volunteers supporting bereaved children and young people are in a good place with regards to any previous bereavement experience they have had. This can sometimes come out during the training as it requires the individual to undertake some explorative work of their life. Both Nelson’s Journey and the volunteer should be satisfied that their own personal experiences will not inhibit their ability to fully support the bereaved individuals we work with.

We DO NOT require you to have had previous bereavement experience to volunteer for our organisation. Compassion for children and young people and a willingness to support them is all that we ask.

In the case of any future bereavements or significant life changes, Nelson’s Journey would ask that this is disclosed in confidence to the Child Bereavement Services Manager (or another appropriate member of staff at the charity). This is so that reasonable expectations are placed on the volunteer when offering their time and Nelson’s Journey can offer support as needed.

**Therapeutic Support Volunteer**  
**Optional Role: Youth Panel & Young Volunteer Supporter**

This would be subject to the outcome of a further meeting with the Charity's Youth Panel.

- Purpose of Role:** A small group of dedicated volunteers who support the Youth Panel and Young Volunteers (aged 11 – 17 years) at their meetings and during events.
- Reporting to:** Child Bereavement Services Manager and/ or Young Volunteer Co-Ordinator
- Location:** Nelson's Journey, Smiles House, Octagon Business Park, Hospital Road, Little Plumstead. NR13 5FH and at venues across Norfolk supporting Nelson's Journey to deliver fundraising and positive activities for families.
- Hours:** The Youth Panel and Young Volunteers meet approximately 4 times a year, usually during school holidays or half terms, for a full day (usually from 10am to 3pm).  
If supporting Youth Panel members and Young Volunteers, your attendance at their meetings is important.
- Youth Panel and Young Volunteers also support the delivery of fundraising activities and events organised by the charity across the year, where they require adult support.

Please note that some of the Young Volunteers may have been previous Nelson's Journey service users.

### **Duties and responsibilities**

- To assist the Young Volunteers during their meetings with discussions of new NJ services; awareness raising; and fundraising initiatives.
- To assist the Young Volunteer Co-Ordinator with the planning and organisation of Young Volunteer activities.
- To assist in the running Young Volunteer meetings; this may include the preparation of food for which additional training will be provided.
- To be an adult point of contact for Young Volunteers at events they attend throughout the year.

### **Training**

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Safeguarding training is mandatory and will be provided by Norfolk County Council.

Upon successful completion of this training, a cleared DBS Check and two references the volunteer would then be included in email invitations to volunteer their time.

Further training, such as food hygiene, will be provided.

## **Person Specification**

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