

Volunteer Role Description

Crocus Group - Activities Volunteer

Aim or goal of position:

Crocus Group is a support service for bereaved children in Highland. It is not a traditional counselling service. Activities volunteers help to facilitate group programmes where young people can make memories, share their stories and explore healthy ways to cope with difficult feelings and manage their grief, thus building resilience.

Main responsibilities & suggested activities:

The responsibilities of an Activities Volunteer can be varied, depending on experience and skills, but mainly include the following:

- Help with practical tasks such as setting up craft activities, cleaning and tidying
- Lead creative activities and contribute to reviewing outcomes of group programmes
- Facilitate conversations with young people around loss and change
- Develop positive, trusting relationships with young people aged 5-18
- Help to facilitate a positive group environment by modelling and encouraging non-judgmental listening, inclusion and respect for confidentiality
- Be a supportive presence for young people experiencing emotional distress
- Attend two annual support meetings with your supervisor (the Service Manager)
- Attend occasional Crocus Group team meetings
- Attend induction, and mandatory training and commit to at least two other training sessions annually (a record of this will be kept on your file)
- Work within Crocus Group's policies, including Data Protection, Child Protection and Health & Wellbeing
- Communicate any concerns with the Service Manager
- Support volunteers will not usually conduct any unsupervised activities with children, however, occasions may arise where a volunteer has unsupervised contact with a child and/or a vulnerable adult.

Skills / attributes and/or qualification(s) required:

Essential:

- Good interpersonal skills and ability to relate to young people
- The ability to be around people in distress and remain calm
- Good understanding of professional boundaries
- Ability to work with a team; volunteers in this role will work alongside staff/other volunteers
- Ability to maintain confidentiality
- A non-judgmental approach which does not project one's own experiences or values onto a young person and/or their family

- Able to start where the young person is at and respond in a way which builds trust
- Meet the requirements of a PVG Disclosure check
- Sensitive, caring and friendly nature.
- Committed, reliable, dependable, flexible and punctual
- Minimum age 16

Desirable:

- An understanding of the Highland Practice Model for child protection is desirable
- Basic understanding of child development and resilience
- Current First Aid trained volunteers would be very beneficial

Benefits to the volunteer:

- Opportunity to contribute to the wellbeing and empowerment of young people
- Gain skills and confidence in supporting young people with identified needs
- Gain experience in a youth work approach
- Training specific to role
- Satisfaction of using your skills and time to contribute to a much-needed and valued service in Highland

When:

Group programmes tend to run during weekday evenings for a block of weeks during school term time, so some regular availability at these times is a requirement.

Occasional “Days to Remember” sessions run throughout the year (6 times in the year), which require Activities Volunteers to be available for at least one of these (one full weekday).

Length of commitment sought:

Minimum of 6 months for continuity for the children and then for as long there is mutual benefit for Highland Hospice and the volunteer.

Work site:

Crocus office, Ness House, 1 Bishops Road, Inverness, IV3 5SB

Role supervisor(s):

Crocus Group Service Manager who is responsible for:

- Risk assessments
- Support & Supervision sessions
- Delivering training
- Monitoring service delivery
- Determining effectiveness of the service and agreeing service changes if required

For further information and application contact the Volunteer Office on 01463 227902 or email volunteer@highlandhospice.org.uk