



Giving hope to grieving children

On-Demand Services Volunteer

Location: Remote, online
Commitment: 4 hours/week Monday to Friday plus regular supervision

About Winston's Wish

Winston's Wish is a charity that helps children, teenagers and young adults (up to the age of 25) find their feet when their worlds are turned upside down by grief. Our vision is of a society in which every child and young person gets the help they need, when they need it when someone important to them is dying or has died. Through information, on-demand services, bereavement support and counselling, we support young people across the UK to understand their feelings, process their grief and find ways to move forward with hope for a brighter future. We also help the adults who are caring for young grieving people including parents, school staff and healthcare professionals.

About this role

This is an exciting new volunteering opportunity at Winston's Wish. As an On-Demand Services Volunteer you will support our digital team to provide our Helpline, text-based Live Chat and ASK email service. This voluntary role helps us to provide vital on-demand bereavement support, information, and advice to bereaved children and young people, as well as family members and professionals.

We are looking for people who can empathise with children and young people and provide non-judgemental bereavement support. You don't need any prior experience as full training will be provided. Training for this voluntary role will be provided on Zoom and will run on the following dates and times:

- Tuesday 3rd October - 4pm – 7pm
- Thursday 5th October - 4:30pm – 7:30pm
- Tuesday 10th October - 4pm – 7pm
- Friday 13th October - 9:30am – 4pm
- Friday 20th October - 9:30am – 4pm
- Tuesday 24th October - 4pm – 7pm
- Thursday 26th October - 4:30pm – 6:30pm.

You must be able to commit to attending the training on ALL of the above dates in order to apply. If you are unable to make these dates but would be interested in applying in the future, please complete [this form](#) and we will notify you when new training dates are released.

This volunteering role may be right for you, if you:

- are 18 years or older and are a UK resident
- are able to complete our free training programme in full (as above)
- can commit to one shift a week (four hours) for a minimum of nine months to a year
- haven't been bereaved within the last 12 months
- are committed to the values of Winston's Wish

- are comfortable using a computer and accessing programmes including Microsoft Teams
- are comfortable working on the telephone
- are trustworthy and reliable
- are self-aware and emotionally resilient
- have a good understanding of the importance of confidentiality and respect for people's privacy
- have excellent listening and communication skills and an ability to build a rapport with others
- have respect for individuals, regardless of their race, gender, culture, religion, disability, sexual orientation and marital status.

What can we offer you?

You will be making an important contribution to Winston's Wish and to the thousands of children, young people and families who use our services.

In return, you will have the opportunity to enhance the skills you have, and develop new ones, as well as enhance your understanding of the uniqueness of each person's journey through the lens of grief and loss.

Following the successful completion of our training programme, you will be supported through our volunteer induction programme. Throughout your time with Winston's Wish you will also have access and be invited to join the team to ongoing free training. You will also be requested to attend mandatory monthly group supervision to support you in your work and provide a space for personal reflections.

How to apply

To apply please complete the application form on the Winston's Wish website, please visit <https://www.winstonswish.org/getinvolved/volunteering/> or for more information please contact volunteer@winstonswish.org.

What will happen after I apply?

Once we receive your application, we will invite you to an interview on Zoom with two members of Winston's Wish staff before the training will take place. After the training there will be a skills-based assessment. Successful volunteers will then be selected and will require an enhanced Disclosure & Barring Service (DBS) check and two references before starting.

The closing date for this volunteer role is Monday 18th September 2023, however should we get a lot of interest this may close earlier.