

On-Demand Services Volunteer

Location:	Remote, online
Commitment:	4 hours per week (8am – 12noon, 12noon – 4pm or 4pm – 8pm Monday to Friday)

Winston's Wish is looking for compassionate, dedicated, tech savvy volunteers to join our On-Demand Services team to provide digital support to bereaved children, young people, their families and the professionals that work with them.

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 digital 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, can provide non-judgemental bereavement support and are confident providing guidance to professionals and emotional parents or carers. You don't need any prior experience as full training will be provided but you will need to be tech savvy as this is a digital volunteering opportunity. Training for this voluntary role will be provided on Zoom with dates confirmed closer to the time.

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 working on the telephone and offering text-based support
- are confident using a computer and able to adapt to using online platforms quickly including Microsoft Teams and our CRM (Salesforce)
- have your own laptop and are able to download software to it
- are trustworthy and reliable
- are self-aware and emotionally resilient
- are able to work well under pressure
- 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
- have good internet access.

Please note volunteer shifts will be Monday – Friday and will either be 8am – 12noon, 12noon – 4pm or 4pm – 8pm.

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. You will then be invited to attend the training sessions listed above. 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.

We will notify you via email when applications for the On-Demand Service Volunteer role opens up again.