

Role: Emotional Wellbeing support volunteer.
Location: Telephone support from home
Staff Member Link: Emotional Wellbeing Team Leader



Volunteers are asked to follow the hospice aims and values

- One Team, One Community
- Learning Never ends
- Compassion Takes Courage
- Every Moment Matters

Role summary

To provide emotional wellbeing support by telephone to patients, carers, family members, and, where appropriate, individuals experiencing bereavement, following triage and allocation by the hospice Emotional Wellbeing Team.

This role helps the hospice provide timely emotional support, companionship, and a listening space for people affected by life-limiting illness, caregiving responsibilities, and bereavement.

The role focuses on presence, supportive listening, and emotional support rather than problem-solving or taking responsibility for resolving complex situations.

Volunteers work within clear role boundaries and are supported through training, supervision, and ongoing guidance from the hospice team.

Role boundaries:

This volunteer role offers supportive listening and emotional support rather than formal counselling, therapeutic intervention, clinical advice, crisis support, or specialist therapy.

What you will be doing

Key activities include, but are not limited to:

- Receive referrals that have been triaged and allocated by the Emotional Wellbeing Team.
- Liaise with service users to arrange mutually convenient telephone calls in line with agreed hospice procedures.
- Provide supportive listening, companionship, and emotional support to patients, carers, family members, and bereaved individuals experiencing emotional distress, anxiety, uncertainty, isolation, grief, or adjustment related to illness or loss.
- Offer emotional support through regular telephone contact, within agreed timeframes.
- Build supportive, professional relationships with service users within agreed role boundaries.
- Recognise when an individual may require additional support and communicate any concerns promptly to the named staff member.
- Escalate any urgent concerns relating to safeguarding, significant emotional distress, deterioration in wellbeing, or risk issues in line with hospice procedures.
- Provide brief updates, feedback, or required contact records following calls in line with hospice procedures.
- Attend regular supervision, support sessions, reflective discussions, and required training.
- Ensure calls are made from a private and confidential environment in line with hospice procedures.
- Maintain awareness of your own emotional wellbeing and resilience, seeking support when needed.
- Work with the team to ensure support relationships begin and end appropriately in line with hospice guidance.
- Maintain appropriate professional boundaries in all communications and relationships with service users.

- Seek guidance from the hospice team whenever unsure about the scope of the role or how to respond to situations.

What we ask of our volunteers

- Participate in hospice induction, mandatory training, and any role-specific training as required.
- Be able to commit approximately three hours per week to provide consistency for service users and support the wider team.
- Respect confidentiality at all times in relation to patients, families, staff, and volunteers.
- Ensure a suitable private environment for telephone support to maintain confidentiality and professionalism.
- Be warm, friendly, approachable, and able to work as part of the wider hospice team.
- Be reliable, dependable, and able to commit consistently to the role.
- Be open to supervision, support, feedback, and ongoing learning.
- Treat all individuals with dignity, compassion, and respect, regardless of age, disability, ethnicity, culture, faith, gender identity, sexual orientation, or life experience.
- Follow safeguarding, confidentiality, data protection, and hospice communication procedures.
- Maintain appropriate professional boundaries at all times.
- Some roles require an enhanced DBS check.

The benefits to you

- Experience working with a forward-thinking local charity.
- A sense of satisfaction and pride in making a meaningful difference to patients and families.
- The opportunity to give back to your local community.
- Development of communication, emotional support, and interpersonal skills.
- Experience of working as part of a compassionate multidisciplinary support service.
- Meet new people and become part of a supportive team.
- Full training, supervision, and ongoing support appropriate to the role.

Your skills and attributes

You will be:

- Warm, caring, compassionate, and empathic.
- A confident communicator with strong attentive listening skills.
- Comfortable supporting people experiencing emotional distress, uncertainty, grief, or difficult conversations relating to serious illness and loss.
- Able to build rapport and provide a calm, reassuring presence over the telephone.
- Emotionally resilient and able to reflect on challenging or emotionally sensitive situations.
- Comfortable working independently while maintaining professional standards and confidentiality.
- Able to recognise when additional support, escalation, or staff input may be needed.
- Able to maintain clear and appropriate professional boundaries.
- Reliable, organised, and able to communicate effectively with the wider hospice team.
- Aware of the importance of confidentiality, safeguarding, and respectful professional conduct.
- Respectful of people from diverse backgrounds, beliefs, cultures, and life experiences.
- Comfortable with the reality that support relationships may change or end due to changes in circumstances.

Desirable:

- Previous experience in befriending, supportive listening, volunteering, health or social care, community support, or other people-focused roles.
- Previous training in active listening, emotional support, bereavement support, or related areas.