



Follow up Calls Volunteer role information

What is the Role?

Sandy Bear is looking for a team of volunteers to help support the Bereavement Practitioners and Family Support Workers at Head Office. The role is varied and has a mixture of telephone/admin-based duties and more practical support. With coaching, training and mentoring we would love to be able to support more children, young people and families with your assistance.

The role will include

- Contacting by telephone, families who are on the Sandy Bear waiting list. Using a helpful guide to check in with the family and explain that they are still on the waiting list. Signpost the family to any other needed support.
- Collating and sending out the relevant Sandy Bear Bereavement packs to families. These packs include books and a teddy bear.
- Helping to update the inhouse computer files

What do I need for the Role?

- Calm telephone manner
- Empathy for others
- Able to make notes in a format volunteer is happy with
- Able to manage expectations and set boundaries
- Attention to detail
- Able to spend a few hours a month, in the Milford Haven Head Office

You will receive training from the Bereavement Practitioners / Family Support Workers, who will be available during the time spent in the office. They will be present if the volunteer is unable to answer a question.

Why Volunteer for this role?

By supporting Sandy Bear with follow up calls and other functions, volunteers make a huge contribution to enabling the charity to work with many more children, young people and families when they most need us.

Please email volunteering@sandybear.co.uk for more information.