

**Role Description**

<b>Job Title:</b> Bereavement Café Facilitator	<b>Locations:</b> As detailed below	<b>Hours:</b> 3 hours per week/month (depending on location of café)	<b>Team:</b> Community Engagement Team
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<b>Reporting to:</b>	Compassionate Communities Project Manager
<b>Accountable to:</b>	Compassionate Communities Project Manager
<b>Key working Relationships:</b>	Community Engagement Team members, Bereavement Café Facilitators

**About St Clare Hospice:**  
St Clare Hospice is a local charity and each year we care for hundreds of people across West Essex and the East Hertfordshire border. We provide free, compassionate care and support to adults with life-limiting illnesses, their families and carers.

It costs over £5 million each year to provide our vital services (including clinical and support services) and with limited NHS funding, we need to fundraise for most of this. The St Clare Trading Company runs 9 charity shops and all of the profits are passed directly to St Clare Hospice.

**The difference you will make:**  
Your support will help us meet our strategic aims of:

- Reaching significantly more people who are facing death, dying and loss in our local communities.
- Supporting our communities to become more resilient, to support each other and to remain independent for as long as possible.
- Seeking partnerships with other organisations to deliver better care for our patients.

**Summary of role:-** Bereavement Café Facilitators help run and facilitate a welcoming and open space for people to talk about their grief.

**Key tasks:-**  
The structure of Café's will include 3 volunteers who ensure attendees are welcomed and comfortable.

As a Facilitator you will:

- Help get the venue and arrangements for the café set up – positioning chairs, preparing refreshments, making the setting welcoming and conducive to a positive experience.
- Welcome people as they arrive.
- Provide name labels to ensure people are known by name.
- Identify those who haven't been to a café before and assist them to settle in – making introductions and offering a helping hand to begin with. Being sure to withdraw yourself from the group when it feels right to allow peer support to take over and blossom.
- Offer and make drinks, clear cups etc.

- Give notice before the café is due to end so that people can draw their conversations to a close.
- At the end, distribute feedback forms to participants to complete anonymously.
- When everyone has left put the room back to how it was before the café started.

Whilst the café's are intended to be primarily a social gathering rather than an opportunity to provide specific bereavement support, it is likely at times that you will be immersed in the grief and bereavement stories of the people that attend.

Likewise people may turn up who may need signposting to more specialist services. Part of your role will be to keep your 'ear to the ground' at the café's and help to identify anybody who may require this, flagging this up to staff at the post café de-brief.

**The skills / experience / personal qualities you will need:**

You do not need to be an 'expert' in bereavement to facilitate at a bereavement café. The volunteers helping this group are 'welcomers' - ensuring that people aren't sitting on their own and helping to introduce people to each other to 'ease' the flow of the café.

That said, cafés can be filled with very personal emotion, grief, and heightened sensitivities. Therefore you will need a wide range of 'soft skills', abilities and traits to flourish in this role.

The essential skills and personal qualities required will include:

- Having excellent communication and listening skills
- Ability to join in conversation and contribute appropriately
- Happy chatting in a group or individually
- Allowing others to speak and give them space to do that
- Being comfortable discussing bereavement, death, dying and loss
- Ability to judge the correct moment to leave a conversation, and have the confidence and skills to do that
- Ability to effectively facilitate groups – creating a supportive environment in which everyone feels able and welcome to contribute, and in which no one person(s) dominate to the detriment of others.
- Friendly and approachable
- Empathic
- Calm
- Non-judgemental
- Flexible in approach
- Emotional intelligence, and alertness while facilitating
- Being able to read situations and act appropriately
- Reliable and punctual
- Understand, and stick to, the boundaries of your role
- Being able to share your own experiences when appropriate. We need people who understand themselves clearly so they know what they are happy to share with others.
- Well-developed coping strategies and resilience in discussing difficult feelings and bereavement
- Able to respect, and maintain, people's confidentiality
- Able to ask for help and advice when situations arise that are beyond your own knowledge, capabilities, or comfort levels.
- To be self-reflective and make full use of supervision

Desirable:

- Understanding or experience of the effects of grief, and how it may impact individuals.

If you have had personal experience of loss, bereavement and grief then we will need to be fully satisfied that you have resolved your own grief before you will be considered for a bereavement café facilitation role.

**The benefits you can expect:**

- Become part of a passionate and supportive team.
- Be part of the wider hospice and the Volunteer Framework of support.
- Help make a real difference to people living with a life-limiting illness
- Gain new experiences and develop skills and confidence.
- Meet new people.
- Spend your time doing something that is worthwhile and rewarding
- Day to day support from a designated member of staff
- Travel expenses can be reimbursed when agreed in advance
- You will become part of a wider team of over 500 volunteers who support St Clare's vital work. You will therefore have access to events and communications tailored for volunteers.

**Other matters:**

- Work with in St Clare Hospice's Core Values.
  - Compassion
  - Integrity
  - Respect
  - Excellence
  - Teamwork
- If you are unable to fulfil your commitment please contact your volunteer supervisor to inform them
- Maintain strict confidentiality at all times
- Wear your name badge at all times
- Attend mandatory clinical training and updates for health and safety issues and other training as appropriate
- Attend volunteer meetings and training sessions whenever possible
- Adhere and work within the hospice policies and procedures
- Adhere to the smoking policy
- Familiarise yourself and comply with the Health and Safety policy
- Understand and know the procedure of what to do in the event of a fire or an accident
- Please do not hesitate to ask if you are unsure of anything

**The time you will be asked to give:**

In order to set up and de-brief afterwards, you will be required at least 30 minutes before and after the actual café times (3 / 3.5 hours in total per session)

**The training and support you will be given will include:**

- Volunteers will receive induction and training about bereavement and our approach to ensure they provide an effective service.
- You will be supervised and supported in your role by the Compassionate Communities Project Manager who is available to call for any support and advice.
- WhatsApp group for information and connecting with peers.
- Quarterly face to face meeting with Compassionate Communities Project Manager.
- Opportunity to attend monthly Zoom 'catch up's' for bereavement café facilitators to share experiences and seek advice from others.

**Locations:**

N/A

**How to apply:**

- Complete our short online application form here: <https://stclarehospice.org.uk/join-our-team/volunteer-with-us/volunteervacancies/>
- Or contact Carolyn Johnson, Volunteer Development Coordinator by phone: 01279 773704 or email: [volunteer@stclarehospice.org.uk](mailto:volunteer@stclarehospice.org.uk)