

Volunteer Role Profile



Volunteer Role

Pet Bereavement Support Volunteer

Volunteer Manager

PBSS Manager

Where you will be based

Home

Why we want you

Sick, injured and homeless pets have relied on Blue Cross for help since 1897. Each year, thousands of dogs, cats, small pets and horses turn to the charity's animal hospitals, clinics and rehoming services for treatment and support.

Our Pet Bereavement Support Service (PBSS) helps people through difficult times dealing with the loss of a pet, whether as a result of death, illness, enforced separation or any other form of loss. Our home-based service provides email, telephone and webchat emotional support and practical information to help pet owners with feelings of grief and loss.

This role requires completion of a 10 week online training course after which point volunteers decide on the type of support they wish to provide.

What you will be doing

- Supporting clients by one of our support channels: webchat, email or phone
- Signposting to other helpful resources such as websites, GP or Samaritans
- Having monthly support sessions with your mentor
- Committing to being on the rota
- Contributing to the service with new ideas

The skills you need

- Good listening and verbal communication skills
- Warm, calm and approachable manner
- Able to empathise with others
- Experience of pet bereavement
- Ability to complete regular written information for statistical purposes
- A UK Landline Number (if applicable)
- A quiet and undisturbed area in your home to volunteer from

What's in it for you

- You'll gain a variety of experience and new skills
- We'll provide you with all the training you need for this role
- You'll make a difference to someone at their time of need
- You'll meet new people