



Updated Dec 2025

Group Work Volunteer – Swindon NEST

Role Description

Role Title: Group Work Volunteer – Swindon NEST

Reporting to: Service Director

Wiltshire Treehouse is a small charity based in Swindon which supports bereaved children and young people. We provide a range of support services including advice and guidance to families and professionals, a family programme (for primary aged children and their parents/guardians), a group for young people (11-18yrs old) and one to one support.

Role Description:

This role involves working directly with 11 – 18yr olds (in school years 7 – 13) through our NEST bereavement support programme which uses craft, activities and group talk to explore grief. Group work volunteers will be part of a team supporting a lead worker to run the programme. There is scope to develop leadership roles, should volunteers like to take this route.

The role includes building trusting relationships with young people and encouraging them to take part in activities. Volunteers will support young people to explore their grief by supporting them to take part in activities themed around memories, feelings, coping strategies and support networks. The role will also include general tasks such as setting up, clearing up, and making refreshments.

This role is within a small team which consists of paid staff, volunteers and trustees all of whom are passionate about the work we do.

This is an exciting opportunity within an expanding charity. Volunteers should have an interest in working with children, young people and families within a group setting and have a deep empathy for the objectives of the charity.

All volunteers are subject to an enhanced DBS check, at the expense of the charity. Reasonable out of pocket expenses can also be paid, for example travel costs.

You will need to be at least 18 years old to carry out this role.

Hours required:

Each NEST bereavement programme takes place over 6 sessions, this is normally 6 weekly Monday evenings, 6pm – 9pm. The sessions take place at our base at Westlea Primary School (SN5 7BT).

We aim to run the programme 2-3 times a year so the commitment per year is likely to be 6 evenings in the early part of the year, 6 evenings mid-way through the year, and 6 evenings in the later part of the year. Dates are always planned well ahead.

Key Responsibilities

- To work with service users within a group programme
- To make service users feel welcome and comfortable
- To build trusting relationships with service users (children and their parents/carers)
- To encourage service users to take part in activities to the best of their abilities
- To support each child to explore their grief in a non-judgemental manner
- To help with general tasks such as setting up, tidying up and making refreshments
- To work within national and local Treehouse guidelines and policies ensuring that practice is standardised, ethical and safe. This includes child protection, complaints and grievance procedures
- To participate in supervision both individually and as part of the Treehouse volunteer team

Key Working Relationships

- Children, young people and their families
- Treehouse Volunteers
- Treehouse colleagues

Skills and Experience

Experience of working with children and families would be an advantage, as would an understanding of grief. However, training can be provided and we welcome applications from a range of backgrounds.

Some of the children who have used our service have identified the following qualities as important:

- A good listener
- Understanding
- Accepting of the different ways people grieve

KEY DATES

Interviews will take place as applications are received and can be held in person at our base at Westlea Primary School, or via video call.

Training will take place over 3 Monday evenings. 1 session will be in person at Westlea Primary School, 2 sessions will be online. There will also be online safeguarding training to complete in addition to these sessions.

Training is set to take place between mid-March and mid-April, with a view to beginning volunteering with groups in May 2025.

GENERAL INFORMATION

Equal Opportunity

All volunteers must comply with Treehouse Equality, Diversity and Inclusion Policy and must not discriminate on the grounds of race, colour, nationality, ethnic or national grounds, sex, marital status, disability or any other grounds which cannot be shown to be justifiable.

Health and Safety

All volunteers are subject to the requirements of the Health & Safety at Work Act. Volunteers must ensure that their methods do not endanger themselves or others.

Data Protection/Confidentiality

All volunteers must comply with Treehouse Data Protection and GDPR policy and must maintain strict confidentiality in respect of client records and information.

Variation

This role profile is not intended to be a complete list of duties and responsibilities but as a guide for information.