



Peer Support Volunteer Position Description

Objective:

To provide crisis and ongoing support through telephone, written and face to face contact to bereaved families who request peer support.

Peer Support Volunteers are not considered counsellors, nor are they intended to replace professional counsellors. They must recognize their role – and their limitations – as a sympathetic listener who can share experiences to validate family members' feelings and assist family members in clarifying their options. Peer Support Volunteers should not offer advice on solving problems to family members, but should provide family members the tools they need to arrive at their own solutions. A Peer Support Volunteer acts as a friend who has suffered a similar experience.

Roles and Responsibilities:

- Empathetic and ready to LISTEN to an infant loss family member
- Contact the family within 24 hours of receiving a referral from the National Office
- Return all calls within 12 hours of receiving a request for support
- Provide follow up call, as agreed upon
- If asked by the family provide direction to appropriate channels to provide more assistance
- Respect the family's right to privacy and operate with confidentiality in all contact with the family member
- Encourage families to make their own choices and follow their own suggestions
- Keep a detailed log of all support contacts with infant loss family members
- Refuse any referrals that you are uncomfortable with, in terms of your workload and situation

Support Network:

- Baby's Breath staff, print and electronic resources.

Time Required:

- Quarterly debriefing phone conferences with other Peer supporters
- Time will vary with the number of telephone calls, visits and letters

Additional Requirements:

- Have a good knowledge and understanding of current approved Baby's Breath literature
- Have appropriate and up-to-date information available so that you may respond to questions about infant loss facts, statistics, research, etc.
- Be respectful and non-judgemental of the person's rights regarding religion, lifestyle and personal beliefs
- A minimum period of one year since the death of the Peer Support Volunteer's child before providing emotional support to bereaved families.