






Keep in Touch Volunteer Role Profile



-  Rainbows Hospice, LE11 2HS
-  Monday-Friday
-  4 hours a week (9:30am-1:30pm)
-  Must be over 18 years old.
12 month commitment due to the level of training provided.
Standard DBS (which Rainbows will process)
-  Family Support Team

What will I need to do?

At Rainbows, we support around 750 babies, children and young people with serious and terminal conditions throughout the East Midlands, providing support at our Hospice, in local hospitals and at home. As part of this, our Family Support Team work with families to navigate through the emotions of caring for a child who has a life-limiting condition.

As these families can be based all across the region, Keep in Touch Volunteers play a vital role in connecting families with the Hospice. Volunteers do this by making an outreach telephone call to a family; checking-in with them and signposting them to any wider support which may be needed, as well as any support or services which Rainbows may be able to provide.

Typical tasks the role could involve:

- Making outreach telephone calls to Rainbows families.
- Checking on a family's welfare and alerting them to available support if needed.
- Relaying any concerns to the Family Support Team
- Regularly submitting an activity log summarising their calls so we can make sure everyone is receiving the help they need.

Will it suit me?

This profoundly rewarding volunteer role is ideal if you love engaging with people and are passionate about directly supporting Rainbows families across the East Midlands. This role is ideal for someone with excellent interpersonal and listening skills who can think on their feet. Given the nature of our work, empathy and sensitivity towards the needs of children, young people, and their families are crucial. You'll be using your computer skills to record outcomes of your conversations in our database, so a basic confidence with technology is a must. Understanding the importance of confidentiality, boundaries, and safeguarding is essential within Rainbows. While previous experience in caring for others is beneficial, it is not a requirement.

How will my application be assessed?

Informal Interview: Following the return of a completed application form, you will be invited to speak with the Volunteering Team. This will enable both you and Rainbows to find out more about each other and discuss the role in more detail.

References & DBS Check: As Rainbows is committed to ensuring the safeguarding and wellbeing of the people we work with, you will also be asked to provide two satisfactory character references to support your application. As the role is based at the hospice, Rainbows will process a Standard DBS check.

What benefits and support will I receive?

- An induction and training, including a e-learning training package, to assist you in your role and comply with policies and procedures. There will also be role specific training provided when you start.
- Staff will be available at all times to provide support, advice and guidance.
- Feel a sense of accomplishment through supporting the work of Rainbows in being there for babies, children, young people and their families across the East Midlands.
- Gain new skills or develop current skills in communication and active listening.

About Rainbows

Rainbows is the only hospice in the East Midlands dedicated to providing specialist health care and family support services for babies, children and young people with serious and terminal conditions.

Our volunteers are invaluable. They help us to deliver a vast range of services across the organisation, through helping either at the Hospice, externally at a range of events in the community or at one of our shops. The truth is we can't do our work without the help of our volunteers – together we bring more love, smiles and laughter to our children and families.

Our commitment to diversity and inclusion

We believe that everyone who works, engages and is supported by Rainbows should be valued and treated with dignity and respect. At Rainbows we strive to ensure we are there for everyone who needs us and maximise our reach by learning from the experiences of others, working across all communities and truly listening to a range of different voices.

Our values

At Rainbows, our values are evident in everything we say and do; they are what makes Rainbows so special. All volunteers should be aware of our values and strive to always uphold these values and behaviours.



Note: This role profile is not a job description and is not intended as a legally binding contract of employment with Rainbows. It is a role profile for a volunteering role, detailing the tasks we may ask of a volunteer, the skills and commitment we are looking for, and what a volunteer can expect in return for their generous offer of time.

We care for babies, children and young people in the East Midlands – wherever they are.

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