



The Queen's Award
for Voluntary Service

Shropshire Rural Support – Support Volunteer

Responsible to: Pastoral Coordinator

Hours: Flexible

Delivery: Telephone and/or in-person visits depending on individual needs

About the role

As a **Support Volunteer**, you will provide a free, confidential, and compassionate support service to farmers, their families, and people living in rural Shropshire. Many individuals contact SRS during times of anxiety, stress, bereavement, or difficulty with family, personal, or business-related challenges.

Your role is to walk alongside them, listening without judgement, offering emotional support, and helping them move toward stability, confidence, and independence.

What you'll be doing

You may be involved in:

Emotional Support & Listening

- Offering confidential, person-centred support by phone or face-to-face
- Supporting individuals or families throughout their recovery or stabilisation journey
- Listening actively, with empathy, patience, and without judgement

Guidance & Signposting

- Providing information on services and support available locally
- Signposting individuals to appropriate organisations or community activities
- Making referrals to other organisations *with the individual's permission*

Practical Support

- Supporting individuals to take first steps—e.g., initially accompanying them to clubs or activities until they feel confident to attend independently
- Encouraging independence, usually over a 6-week support period, with reassessment as needed

Collaboration & Record Keeping

- Keeping confidential, accurate records and updating the Pastoral Coordinator
- Attending regular 1:1 reviews and case evaluations

shropshireruralsupport.org.uk

Tel: 0300 123 2825 ruth@shropshireruralsupport.org.uk

Registered Charity No. 1126085



- Sharing resources and helping build SRS's bank of signposting information

Team Support & Supervision

- Understanding that support and debriefing are available after difficult cases
- Participating in peer support until confident to work independently

Additional Responsibilities

- Understanding and following SRS Health & Safety procedures
- Being aware of risk management processes (including lone working) and the expenses policy
- Respecting confidentiality and recognising safeguarding responsibilities for children and adults
- Maintaining the professional standards set by SRS

Skills & Qualities

- Non-judgemental approach
- Empathy and compassion
- Strong active-listening skills
- Person-centred mindset
- Reliability and respect for boundaries

Training & Support

All volunteers receive mandatory training, including:

- Enhanced DBS check
- Mental Health Awareness
- Safeguarding
- Professional Conduct & Boundaries

Suggested CPD opportunities may include:

- Bereavement Support
- Dementia Awareness
- Suicide Bereavement
- Additional training relevant to rural wellbeing

Peer support will continue until the volunteer feels confident to complete visits independently.

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Additional Information

- Within one month of volunteering (or within one month of your first case), SRS will check that you feel comfortable and happy in the role; alternative roles can be offered where appropriate.
- Travel expenses for visits can be claimed in line with the Expenses Policy.
- All volunteers must sign a Probation Statement and Confidentiality Statement.
- Volunteers will receive the SRS Volunteer Handbook and Complaints Policy upon starting their role.

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