

Volunteer Role Description

NCIC patient facing volunteer: Macmillan cancer information & support centre

What is the purpose of the role?

Volunteers provide support and information to patients, family, friends, carers and staff at the Macmillan cancer information & support service.

What tasks can this role include?

- Providing an active listening service
- Answering the telephone and taking clear messages with the name and telephone number of the caller, responding appropriately to requests for information and / or support
- Responding appropriately/returning calls and messages left via voicemail when the service is closed
- Responding appropriately to emails, those who feel comfortable doing so
- Providing information booklets, leaflets and printouts where appropriate
- Appropriate referral to Welfare Rights/Benefits Adviser, collecting information necessary to facilitate such a referral
- Signposting or referring service users to other services and sources of appropriate support and information specific to their identified needs
- Updating the Information service stock and resources when necessary
- Ensuring adequate supply of information resources for every step in the pathway, including written and electronic
- Ensuring supply of stock for signposting of services such as third sector organisations and support groups

- Undertaking outreach tasks where appropriate, in conjunction with Service Manager
- Helping to maintain the Macmillan electronic data collection system
- Taking part in the services regular team meetings and training events
- Other tasks in response to service need, identified and supported by the Service Manager and via the Volunteers' monthly meeting

This might be the role for you if:

- You are willing to help support people affected by cancer
- You are confident enough to talk to patients, visitors and staff
- You are willing to be a “friendly face” with an empathetic manner
- You have a good sense of discretion and willingness to help
- You enjoy chatting with people and putting them at ease
- You have excellent listening skills
- You are empathetic, non-judgemental and inclusive
- You can offer at least one morning, or afternoon per week

What are the benefits to you?

- An opportunity to gain experience of a hospital setting
- Develop your skills and experience
- A flexible role which can fit around your existing commitments

What support and training will be provided?

- Full Volunteer Recruitment Process
- Volunteer Induction training
- Specific training for the role
- Regular and ongoing support from a named member of staff
- Ongoing training as the role requires
- Out of pocket expenses are reimbursed in accordance with North Cumbria Integrated Care NHS Foundation Trust Volunteering Policy

- Access to Macmillan volunteer training programmes for ongoing development

A volunteer is a valued member of North Cumbria Integrated Care NHS Foundation Trust and it is expected that volunteers will:

- Abide by the Trust values whilst volunteering: Kindness, Respect, Ambition and Collaboration
- Volunteers are also representative of Macmillan Cancer Support and, as such, must uphold Macmillan values
- Volunteer within the guidelines agreed by the named staff members for the Macmillan Information and Support Service
- To carry out their duties with consideration and respect to all patients, staff, and the general public at all times
- To maintain confidentiality at all times in line with the North Cumbria Integrated Care NHS Foundation Trust policies
- Have an awareness of safeguarding issues which must be reported, in confidence, to the Volunteer Lead/Manager immediately
- Training will be given to maintain good standards of communication with patient, staff and the general public at all times
- To comply with the Trust's Health & Safety Policy and other policies provided to the volunteer
- To attend all training deemed by the Trust to be essential to the volunteering role, in a timely manner

Location: Macmillan Cancer Information and Support Hub at the Cumberland Infirmary, Carlisle.

A DBS check at a standard level is required for this role

All DBS checks for volunteers are free of charge