

# Cancer Services at St George's Hospital

## Volunteer role description and skills profile

**Role title:** Cancer Outpatient Support Volunteer (Ruth Myles Day Unit or Trevor Howell Day Unit)

**Responsible to:** Macmillan information specialists / Senior Sister on Ward

### Why do you need me?

Our busy day unit clinic sees many people during the week. You will be helping the clinical teams and nursing/HCP staff to support patients while they are waiting for their appointments or having treatment. As a volunteer, being available to patients, their families and friends, will help make a real difference to their experience.

### What activities will / could I be involved in?

- Meeting and greeting patients and their families/friends to the outpatient department and put them at their ease.
- Offering refreshments, teas/coffees and water
- Helping with lunches.
- Signposting and accompanying patients to other departments.
- Helping staff to ensure the comfort and well-being of the patients.
- Being available to offer patients information about local support services.
- Talking to patients about the services and information available through the Macmillan Information and Support Centre and accompanying them to the centre if needed.
- Stocking up patient information and support leaflets kept in leaflet racks and displays in the department.
- Helping to keep the waiting areas tidy.
- Supporting the department with patient and staff evaluation and questionnaires.

### Is there any training?

- All volunteers need to apply to become a volunteer through Voluntary Services. You will receive an induction to the hospital and to the relevant outpatient department when you start.
- We will provide all the training you need to carry out the role.

### What ongoing support/guidance will there be?

- Day-to-day responsibility will be with the appropriate supervisor and accountability will be with the Voluntary Services Manager.

- Volunteers will receive regular support and supervision, and additional training where applicable, such as 'Listening and responding' skills.

### What skills and abilities will I need to have?

- 18 years and over.
- Have a helpful and positive attitude.
- Be able to listen and respond to people sensitively.
- To follow the policies, systems and procedures of the centre and the Trust at all times.
- To abide by the Volunteer Agreement and Volunteer Policy at all times.
- An interest in cancer. We welcome volunteers with experience of cancer either personally or through a close friend / family member. However, it is our policy that volunteers who have had cancer need to be at least a year post treatment and volunteers who have been bereaved need to be at least a year post bereavement.

### How much time should I offer?

- Three hours on a regular morning (10.00-13.00) or afternoon (13.00-16.00) once a week and the ability to commit to the service for a minimum of six months. Other time slots may be possible.
- A willingness to help at other times on an occasional basis is welcomed, but not essential.

### Where will I be based?

- Ruth Myles Day Unit, St James' Wing (2nd Floor) *or* Trevor Howell Day Unit, Lanesborough Wing (3<sup>rd</sup> Floor)
- St George's Hospital  
Blackshaw Road  
London SW17 0QT

### What are the benefits to me?

- Making a difference to people affected by cancer.
- Meeting and working with new people.
- Learning new skills and gaining new experience.

### Other information:

As you will have access to confidential information, you will be asked to sign a confidentiality agreement. We will also provide you with data protection training, and all Trust Mandatory training. There is also the opportunity to access other training courses as appropriate to the role. As this role involves working regularly and directly with vulnerable adults, volunteers are required to undergo a Disclosure and Barring Service check.

### General Information:

Volunteers should not undertake duties outside this role description without checking first with their Volunteer Supervisor.

Volunteers must not undertake any manual handling tasks or physical patient contact.

A volunteer can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on a patient's treatment or assist with anything of a clinical nature.

Volunteers are reminded of the importance of confidentiality at all times. They must under no circumstances discuss patients' affairs with any person other than the relevant staff.

Volunteers are in place to complement the work of the paid staff and are not used to replace roles that are usually undertaken by paid hospital employees.

Volunteers should receive regular support and supervision and training where applicable.

Volunteers are bound by the "Volunteer Agreement" which includes their rights and responsibilities, and Trust Policies also apply to volunteers.