

Volunteer Role Description

Macmillan Cancer Information & Support Centre Volunteer

Location: Macmillan Cancer Information & Support Centre & Wards

Times: A minimum commitment of one session at a regular time each week, Monday to Friday morning (09:30-12.30) or afternoon (13.30-16.30) and the ability to commit to the service for a minimum of six months.

Accountable to: Voluntary Services Managers – Zoe Holmes

Responsible to: Macmillan Cancer Information and Support Centre staff

Why do you need me?

The Macmillan Cancer Information and Support Centre provides practical, emotional, social, and financial support to cancer patients, their carers, family and friends. The service is confidential and offered free of charge. We are looking for volunteers to help people impacted by cancer to live life. Join us.

What's involved?

You will:

- Support people affected by cancer at the Centre and on the wards. This will involve giving people the opportunity to talk about their experiences, and offering support through empathy and a listening ear. Where appropriate, you will share information about the centre and its services, and signpost to departments and local services.
- Help to create a warm welcoming environment for visitors to the centre. This might involve preparing tea/coffee, answering straight forward questions, helping visitors find what they are looking for, and directing them to the most appropriate sources of support and information. Where enquiries are more complex, referring visitors to staff.
- Support the organisation and promotion of health and wellbeing events, for example, helping with the distribution of leaflets and posters, setting up displays, taking down signage, and going around to wards and day units to promote these.

What will you get out of it?

- Great personal satisfaction, since you have the opportunity to make a real difference to people impacted by cancer.
- The opportunity to develop knowledge of health and welfare issues relating to people affected by cancer, including diagnosis and treatment options.
- The chance to develop communication, administrative, customer service, and IT skills.
- Access other training courses as appropriate to the role.
- Meeting and working with new people.
- An understanding of how information can be provided in different ways and how information professionals work with service users.

Personal Specification

- A warm friendly manner, and reliable.
- Be able to listen and respond sensitively to people.
- The ability to be non-judgmental and remain calm when dealing with people who are upset and emotional.
- An ability to maintain patient confidentiality.
- An interest in cancer care and the services that Macmillan provides.
- Basic literacy and IT skills, including the ability to navigate the Blue Badge application website on a trust computer.
- 18 years old or over.
- We welcome volunteers with experience of cancer either personally or through a close friend or family. 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.

Will there be induction and training?

- You will receive a local induction and introduction to the Centre when you start.
- You must undertake all mandatory training required for the role, including the hospital's MAST Volunteer Induction, and periodic refresher training.
- Other training includes cancer awareness, and communication-related training sessions as well as a variety of Macmillan online courses.
- You will have the opportunity to participate in volunteer peer support and get-togethers.
- In addition, the Macmillan Cancer Information Officer will provide ongoing support, mentoring, and supervision through one-to-one and group meetings.

Essential Requirements

- To volunteer with us you must live within the local area.
- Have a satisfactory DBS check, references and Occupational Health Clearance.
- Volunteers are bound by the "Volunteer Agreement" which includes their rights and responsibilities, and Trust Policies also apply to volunteers. Volunteers must be compliant with Trust and departmental policies and practices and adhere to the Trust's dress policy.

Apply today by completing an online application form

Please visit - <https://www.stgeorges.nhs.uk/work-with-us/volunteering/how-to-apply/> for further information on how to apply and to download an application form.

- Contact staff at the Macmillan Information and Support Centre at St Georges Hospital on 020 8725 2677 or email: cancer.information@stgeorges.nhs.uk

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.

Volunteers should be aware of how to identify safeguarding concerns and how to escalate these to the appropriate members of staff.