

# Volunteer Opportunities

## Task Description

- Volunteer Role:** **Macmillan Cancer Support Volunteer**
- Contact name:** Nancy Whiskin / Cancer Nurse Specialist
- Contact details:** 0207 377 7792 or 0208 535 6772
- Service area:** Barts Health NHS Trust
- Vision:** **To have a well-trained cohort of volunteers to provide a caring supportive service to patients and their carers suffering from cancer.**
- Objective:** To assist the Macmillan Cancer Nurse Specialist in the operation of the Cancer Information Centre by carrying out the following duties and promoting the aims and values of the service.
- Length of Task:** 6 months - Minimum one shift (10am-1pm or 1pm- 4:30pm) one day a week (Monday-Friday)

### Task Description

- Welcome visitors to the centre and put them at ease
- Find out what sort of information or help they need
- Where the person's information needs are straightforward help them to find what they are looking for, e.g. by locating leaflets, books, videos, audio tapes or computer information in the centre's browsing and library areas
- Give people using the service the opportunity to talk about their feelings, offering them support through empathy and a listening ear
- Where enquiries are more complex, refer people to the Macmillan Cancer Nurse Specialist (or member of the Trust staff)
- Answer the telephone, offer people further help and support after their initial enquiry
- Assist with the co-ordination and administration for the 'Look Good Feel Better' workshops
- Help with administrative duties, e.g. photocopying, filing, keeping displays tidy and well stocked
- Keep appropriate records, e.g. by filling in a form for each enquiry
- Support patients in the wards and clinics, e.g. by informing them about the centre and its services
- Help to promote the centre, e.g. by distributing leaflets and posters around the hospital
- Follow the policies, systems and procedures of the centre and the Trust at all times
- Abide by the volunteer agreement and volunteer handbook at all times

### Person Specification

- Reliable and punctual
- Enjoys meeting new people and has a friendly, easy going personality
- Excellent communication skills
- Ability to empathise
- Is presentable tidy in appearance
- Able to accept instruction and guidance where appropriate

### Training

- Welcome Induction and Introduction to the Vision and Values of the Trust
- Fire Training
- Health and Safety
- Moving and Assisting
- Basic Food hygiene
- Confidentiality and Disclosure



- Safeguarding

**Uniform**

- Tabard or T-shirt and Identity badge to be worn at all times.

**Benefits**

An experience of being part of the largest health Trust in Europe, regular volunteers bulletin, social occasions, and reference provided in line with policy.