

**VOLUNTEER ROLE DESCRIPTION**

<b>Role Title:</b>	Macmillan Information & Support Services Volunteer
<b>Location:</b>	West Lancashire – Skelmersdale and surrounding areas
<b>Accountable to:</b>	Cancer Manager/Lead Cancer Nurse
<b>Reports to:</b>	Macmillan Information & Support Service Manager

**PURPOSE**

Our service aims to help people affected by cancer live as healthy and active a lifestyle as possible, for as long as possible. People affected by cancer tell us they need access to information and support during their cancer journey. By choosing to join us as an Information & Support Volunteer, you will be doing something amazing for people at a difficult time. Make your time matter so that no one in West Lancashire faces cancer alone. Be part of a friendly, enthusiastic team of people and get more involved in your local community. Use and develop your skills and enhance your CV. Have a rewarding experience making a difference to people affected by cancer in your community. The time you give by volunteering for Macmillan really does matter.

The Macmillan Information & Support Service provides community-based information and support to people affected by cancer across West Lancashire. The volunteer will offer information, signposting to appropriate services and a listening ear. There are also opportunities to help with outreach activities to raise awareness of the service and provide support at events.

Ideally, we would like your commitment for a few hours a week between normal working hours, Monday to Friday, for six months or more. This can be flexible to suit your current commitments. A DBS check will be required.

**KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE ROLE**

For example

- Strong customer service skills
- Basic cancer awareness (training will be provided)
- Good communication skills
- Confident, open, warm and friendly manner
- Non judgemental
- Sensitive listener
- Ability to remain calm when dealing with people who may be emotional/distressed
- Awareness of own limitations and boundaries
- Reliability, positivity, punctuality and commitment

- Ability to empathise – put yourself in someone else’s shoes
- Willingness to undertake training as necessary
- Ability to work on your own and as part of a team. E.g. Replenishing and monitoring stock at information points in an agreed locality
- Willingness to adhere to the services policies, the Data Protection Act, Infection Control Policies, health and safety regulations and to maintain patient confidentiality
- If you have had a cancer experience, have a health or social care background or just feel you are ready to volunteer for such a worthwhile organisation
- You must be over 18 for this role

### **MAIN DUTIES & RESPONSIBILITIES**

- Meeting and greeting people, providing a warm welcome to the Macmillan service
- Providing a friendly, listening ear to people with particular needs. This may be on a one to one basis
- Helping visitors find the information they are looking for e.g. finding Macmillan booklets or audio materials, or using approved websites
- Signposting people to local and national services that may be of help to them e.g. local support groups,
- Referring complex enquiries to the Macmillan Information Manager or Assistant
- General clerical duties.
- Basic data collection, encouraging visitors to provide feedback, collecting visitor data and helping to keep records up to date Stock keeping: keeping leaflet racks and displays around the centre and other localities well stocked, ensuring the most up to date information is available, ordering new stock online when needed. Stocktake every 3 months
- Helping to promote the service by representing the service at community health events
- May involve working alone or without supervision taking responsibility for replenishing & monitoring information points in an agreed area, dealing with and directing service users to other organisations
- Helping with the development of the Macmillan Support and Information Services’ outreach programme and helping to shape volunteer involvement

### **GOVERNANCE**

- Undertake appropriate mandatory training including infection control and comply with all Trust Infection Control policies relevant to the post, particularly with regard to the hand hygiene policy.
- The volunteer is required to take all responsible measures in relation to their health and well-being
- This role description is not intended to be exhaustive but to indicate the main responsibilities of

the post and may be amended from time to time after consultation with the post holder

- To report potential risks to the Information & Support Services Manager

### **CLINICAL GOVERNANCE**

- To ensure health and safety, and infection control measures are carried out in all areas at all times
- To report potential risks to their Line Manager

### **CONFIDENTIALITY**

In the course of your duties you may have access to confidential material about patients, members of staff or other business of the Trust. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by the Trust as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 1998.

### **HEALTH & SAFETY/SECURITY**

It is the duty of all volunteers to work in such a way that accidents to themselves and to others are avoided, to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Volunteers will, therefore, refer any matters of concern through their Accountable Officer. Similarly, it is each person's responsibility to ensure a secure environment & bring any breaches of security to the attention of their manager.