Volunteer Role Description
Macmillan Cancer Information & Support Centre Volunteer

Location: Macmillan Cancer Information & Support Centre

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 Manager – 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?

• Helping to create a warm welcoming environment for visitors to the centre. This might involve preparing tea/coffee, answering straightforward 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.

• Assisting with the day-to-day running of the centre. This could include checking and reordering booklets, maintaining supplies of cancer-related literature throughout the hospital, getting patient feedback using questionnaires, updating databases, photocopying, shredding, and making phone calls under the direction of staff.

• Supporting 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.

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.
• The option to 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.
• 18 years old or over.
• We welcome volunteers with experience of cancer either personally or through a close friend or family. Because the role involves working directly with patients, we cannot recruit volunteers who are currently or recently (within the last year) affected by cancer, either as a patient, carer or family member or have been bereaved during the last year.

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 ‘Macmillan Cancer Awareness’ and ‘Macmillan Listening and Responding’ sessions.
• 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.

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