

MACMILLAN BUDDY VOLUNTEER

People living with cancer tell us they need emotional support to feel less isolated and lonely and sometimes need some help with practical tasks that they are temporarily having trouble with.

By choosing to join us as a Buddy volunteer, you'll be doing something amazing for people in these extraordinary times, so they can continue to feel connected to the world outside. Together, we can be right there for people with cancer.

There are two types of buddy volunteer (detailed role profiles below):

- Community Buddy – provides face-to-face support in the community or in people's homes to alleviate loneliness and help with simple practical tasks
- Telephone Buddy - Provides telephone support to alleviate loneliness and social isolation for people living with cancer

Please state on your volunteer application in the "Tell us about you" section which role(s) you are interested in.

VOLUNTEER ROLE PROFILE

Volunteer role	Macmillan Community Buddy
Volunteer Manager	Volunteering Services Team
Where you will be based	Community

Why we want you

Bring your listening and communication skills to support people living with cancer to feel less isolated and lonely and to help with practical tasks that they are temporarily having trouble with. By joining us you'll be doing something amazing for people, so they can continue to feel connected to the world outside and helping them find their best way through. Together, we can be right there for people with cancer.

What will you be doing?

- Providing face-to-face support in the community or in people's homes to alleviate loneliness and help with simple practical tasks
- Adopting a non-judgemental and supportive approach to understand the needs and concerns of people living with cancer at this time
- Supporting 1-3 people living with cancer every week for up to 12 visits
- Completing post call 'records of activity' reports and using all required systems
- Joining group catch up calls every 4-6 weeks to get key updates and/or share good practice
- Volunteering within agreed hours and following all best practice guidelines
- Signposting to additional support if required and raising any further concerns with the Macmillan team
- Please note, this role involves working unsupervised.

The skills you need

- Good listener and clear communicator
- Patient, flexible and reliable
- Ability to respect others' differences and choices
- Ability to demonstrate empathy and understanding while maintaining boundaries
- Ability to recognise when to ask for support
- Ability to work independently with guidance and support
- Understand the need to maintain confidentiality
- Ability and willingness to travel in your local area
- Good IT skills in order to access required systems and resources
- Ability to commit to 4 hours of online training

What's in it for you?

- Meet new people as part of a friendly team that makes a difference
- Use and develop your communication and people skills
- Have a rewarding experience making a difference to people living with cancer

- Receive an induction, relevant training, the support you need to carry out your role, and agreed out-of-pocket expenses (reimbursed within our guidelines)

VOLUNTEER ROLE PROFILE

Volunteer role	Macmillan Telephone Buddy
Volunteer Manager	Volunteering Services Team
Where you will be based	Home

Why we want you

Bring your listening and communication skills to support people living with cancer to feel less isolated and lonely. By joining us you'll be doing something amazing for people, so they can continue to feel connected to the world outside and helping them find their best way through. Together, we can be right there for people with cancer.

What will you be doing?

- Providing telephone support to alleviate loneliness and social isolation for people living with cancer
- Adopting a non-judgemental and supportive approach to understand the needs and concerns of people living with cancer
- Speaking to 1-3 people living with cancer every week for up to 12 calls
- Completing post call 'records of activity' reports and using all required systems
- Joining group catch up calls every 4-6 weeks to get key updates and/or share good practice
- Signposting to additional support if required and raising any further concerns with the Macmillan team

The skills you need

- Good listener and clear communicator
- Patient, flexible and reliable
- Ability to respect others' differences and choices
- Ability to demonstrate empathy and understanding while maintaining boundaries
- Ability to recognise when to ask for support
- Ability to work independently with guidance and support
- Understand the need to maintain confidentiality
- Good IT skills in order to access required systems and resources
- Ability to commit to 4 hours of online training

What's in it for you?

- Meet new people as part of a friendly team that makes a difference
- Use and develop your communication and people skills
- Have a rewarding experience making a difference to people living with cancer
- Receive an induction, relevant training, the support you need to carry out your role, and agreed out-of-pocket expenses (reimbursed within our guidelines)