

Volunteer Role Profile



Volunteer Role	Cafe Information and Support Volunteer
Volunteer Manager	Horizon Centre Volunteer Manager
Where you will be based	Other

Why we want you

Bring your enthusiasm, empathy and organisational skills to help make the café a warm and welcoming environment and help healthcare professionals signpost people affected by cancer to support and information. Together, we can be right there for people with cancer.

What you will be doing

- Welcoming visitors to the café and putting them at ease
- Serving customers, operating the till and managing stock as it is sold
- Helping visitors find appropriate information leaflets and signposting to local support services
- Signposting complex enquiries back to the relevant healthcare professionals
- Collecting basic data on support provided to people affected by cancer (e.g. number of leaflets given)

The skills you need

- Good organisational skills
- Empathy and ability to relate and respond well to people
- Good listening skills
- Ability to work well in a team
- Ability to use initiative and refer complex issues to the appropriate person when required

What's in it for you

- Meet new people as part of a friendly team that makes a difference
- Use and develop your catering and customer service skills
- Receive an induction, relevant training, the support you need to carry out your role, and agreed out-of-pocket expenses (reimbursed within our guidelines)

Disclaimer

Our vision is to develop a diverse and inclusive culture that empowers and enables everyone to be their best when giving time, energy and experience. We will strive to meet the different needs of people who choose to give their

time, and work hard to improve accessibility – both face to face and online – to give everyone the best possible experience.