

Volunteer Role Profile



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

Why we want you

Your empathy, listening and communication skills will 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 you will 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
- Providing support sessions to individuals living with cancer every week, for 8-12 telephone calls
- Completing post call 'records of activity' reports
- Using all required systems as part of role
- Liaising with your Volunteer Service Delivery Lead to raise any potential opportunities/additional support needs

The skills you need

- Good listener and clear communicator
- Patient, flexible and reliable
- Ability to respect others' differences and choices
- Recognising the importance of maintaining boundaries and reaching out for support when appropriate
- Ability to reach out for guidance or help to maintain the quality and safety of the buddy service/support
- Ability to work independently with guidance and support
- Understand the need to maintain confidentiality
- Confident IT skills in order to access required systems and resources

What's in it for you

- Have a rewarding experience making a difference to people living with cancer
- Use and develop your communication and people skills
- Take part in a structured online induction and training program, with

ongoing support and learning resources, with support provided in using our systems etc.

- Regular group catch up calls to get key updates and/or share good practice
- Utilise, build and develop your communication and people skills through meaningful interactions
- Up to date news and opportunities from our volunteer management system

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.