

MACMILLAN EAST REN INFORMATION AND SUPPORT VOLUNTEER

Role Description

Macmillan East Ren is a brand new project offering information and support to people affected by cancer in East Renfrewshire. Volunteers are at the heart of everything we do, and by choosing to join us as an Information and Support Services volunteer, you'll be doing something amazing for people at a difficult time.

People affected by cancer often feel isolated, alone and unable to access the right information and support at the right time. Our aim is to make it as easy as possible for people to get the support they need, to help everyone with cancer live life as fully as they can.

Macmillan East Ren is a partnership between Macmillan Cancer Support and East Renfrewshire Culture and Leisure Trust, with a unique opportunity for volunteers to shape our services right from the very beginning.

About the role

You'll be part of a team of volunteers helping to deliver information and support services to people affected by cancer in East Renfrewshire. The aim of the programme is to offer support and information in a friendly, non-clinical environment. You will help by signposting to services including financial advice, physical activities or practical support.

Location

This role is currently available in Clarkston library and Barrhead Foundry. We plan to extend the drop-in service to more East Renfrewshire libraries in 2020. There are also opportunities for outreach in a range of community venues, on a bi-monthly basis.

Days and times

Barrhead Foundry on Wednesdays at 10.30 am to 12.30 pm
Clarkston Library on Fridays at 10.30am to 12.30pm

Outreach days and times will vary

Activities will include:

- Meeting and greeting people, providing a warm welcome to the Macmillan service
- Providing a friendly, listening ear to people
- Supporting people on a one-to-one basis, depending on their individual needs
- Explaining the resources and services available to people affected by cancer in East Renfrewshire
- Making direct referrals to appropriate agencies
- Collecting and recording information about people who use the service
- Keeping information displays stocked and up-to-date
- Setting up and closing down the service at each session
- Attending volunteer development sessions to keep informed and up-to-date

Training and support

You'll receive full training and support to give you the skills needed to carry out this role, including listening skills, confidentiality and boundaries. You'll also have access to Macmillan's learning programme to support you in your role and further develop your skills. Regular ongoing support is available from the Volunteer Coordinator and the wider project team.

Benefits to you

- Be part of a friendly, enthusiastic team of people in your local area
- Make a real difference to people affected by cancer in your community
- Use and develop your skills, enhancing your CV
- Full training and induction for the role, covering your duties, our code of conduct, the needs of people affected by cancer and where to go if you need advice and guidance
- Ongoing training and development
- Flexible opportunity to work at one specific venue or both, based on your availability
- The opportunity to shape the future of a brand new service for people affected by cancer

Qualities and skills required for the role

- Good listening skills with an ability to actively listen (training will be provided)
- Open, warm and friendly manner
- A caring and non-judgmental attitude
- Good communication skills
- Awareness of own limitations and the boundaries of the role
- Reliability and commitment to the role
- Willingness to learn and to undertake training as required
- Basic administration skills
- Ability to work independently and as part of a team
- Respect for individuals, regardless of their background

Volunteering roles with Macmillan East Ren require a Standard Disclosure check or membership of the PVG Scheme. The purpose of this is to safeguard volunteers and service users from harm. Having a criminal record will not automatically prevent you from volunteering. Rather, cases will be treated on an individual basis. We'll support you to complete the relevant paperwork during the recruitment process.

Agreed travel expenses will be reimbursed in line with our financial guidelines and procedures

What's the commitment?

- We ask that volunteers commit, where possible, to two or more sessions per month, for 6 months or more
- Flexible to suit your current commitments, depending on service need

For more information or to apply, contact our Volunteer Coordinator who will be happy to discuss your enquiry and the role in more detail, and answer any questions.

Tel: 07867441486

Email: macmillan@ercultureandleisure.org