

Volunteer Role Profile



Volunteer Role	Macmillan Information Support Volunteer
Volunteer Manager	Macmillan Coordinator
Where you will be based	Community

Why we want you

We know that for people living with cancer and their friends and family, receiving good quality information at a time which suits them is enormously important. There is so much “misinformation” around that a trusted source of information that is town centre based is so important. The Hub is a new centre, set up with the support of Macmillan Cancer Support with the aim of giving out Macmillan cancer information and signposting residents to other services which are available locally. The centre will be manned by staff and volunteers and is open Wednesday, Thursday and Friday. We will support volunteers through insurance, training, and travel expenses. You can work can be flexible, but we would need you to provide at least half a day of time. If you are considerate, empathic, trustworthy, and capable of providing some practical support, we’d love to hear from you.

What you will be doing

- You can make a huge difference as a volunteer by manning the centre alongside other volunteers and staff, giving out information, answering questions (full Macmillan training provided) and generally helping people with questions and concerns.
- We will provide you with the support, supervision and practical support to help you meet our clients needs.
- A lot of what you will do is offering emotional support such as listening, providing encouragement and reassurance.

The skills you need

- Ability and enthusiasm for communicating and supporting older people
- Trustworthy, honest, reliable and responsible
- Patience and empathy
- Listening skills and tact
- Objective and non-judgemental

What's in it for you

- An induction and ongoing training - support sessions if required
- Specific training around working with people living with cancer
- Full support and encouragement from both the co-ordinator and Age UK East Sussex - and regular supervision from the co-ordinator

- Liaison with other organisations (both statutory and voluntary) via the coordinator - should the volunteer or client require further assistance
- Access to Age UK East Sussex information
- Full recognition of the time, energy and skills volunteers freely give - for example long service and merit awards
- Respect for volunteer's limitations, both in time and emotional involvement
- The opportunity to meet other volunteers and attend occasional social events
- The opportunity to be involved in the planning and development of Age UK East Sussex
- Reimbursement of appropriate travel and telephone expenses
- Appropriate insurance cover - to protect you whilst you are acting on behalf of Age UK East Sussex (Please note our insurance covers volunteers from the age of 16+)

Disclaimer

Age UK East Sussex reserves the right to review this role description from time to time to best suit the changing nature of the role in line with service needs. Any changes to this document will be made by mutual agreement.