

Volunteer Role Profile



Volunteer Role

Macmillan Information Pod Volunteer

Volunteer Manager

Hospital Volunteering Team

Where you will be based

Hospital

Why we want you

The Macmillan Cancer Information Specialist aims to give patients, families, friends, carers and health professionals access to specialist support, an opportunity to talk and give accurate, comprehensive and appropriate information as well as signposting to other services and help with practical matters. We are looking for volunteers to be a friendly presence in the Information Pod to greet patients and visitors, giving out leaflets where possible and ensuring patients are aware of the support available from the service.

What you will be doing

- Open the Information Pod and be present to speak to any visitors
- Welcome patients into the Information Pod with a smile
- Offer patients and family members information leaflets, where appropriate
- Provide companionship or reassurance to patients
- Provide staff contact details to patients so that follow-ups can be done
- Help keep the Information centre neat and tidy
- Distribute and restock information leaflets in the outpatient clinics across the hospital
- Keep stock updated and inform staff if an order needs to be placed
- Signpost patients to other sources of information and support where possible and appropriate

The skills you need

- A friendly, positive and approachable manner
- Commitment to upholding patient confidentiality
- Ability to be empathetic, patient and calm in difficult situations if they arise
- Ability to work well within a diverse team
- Ability to follow instructions and be flexible
- Ability to act on own initiative within set boundaries
- Excellent communication and interpersonal skills
- Ability to volunteer on your feet for several hours at a time
- Ability to speak and read/write in English fluently

What's in it for you

- A fun and fulfilling opportunity to give back to your local community as well as use and develop your skills
- Recognition for your contribution as a volunteer via our awards scheme
- Reimbursement of out of pocket expenses, in accordance with our volunteer expenses policy
- Volunteer Core Training and ongoing role-specific guidance, support and training
- Additional learning opportunities to help you grow and develop in your volunteer role and beyond
- An official volunteer uniform to wear whilst volunteering
- A named member of staff as a main point of contact who will support you, manage your tasks, answer questions and provide help when you need it
- Regular contact and support from staff within the Volunteering Department, including a dedicated hospital volunteering team based at your main hospital site
- An opportunity to feed back about your experience volunteering with us