

**Macmillan POD Information and Support Volunteer Role Description**

People affected by cancer tell us they need local support. By choosing to join us as an information and support volunteer, you’ll be assisting us with delivering a service which offers information and support to patients and their families at a challenging time in their lives.

**What’s involved?**

* Based in the information POD at Gloucestershire Royal Hospital you will meet and greet visitors who are seeking support and information.
* Having listened and discussed their needs and concerns you will provide basic information, signposting to other resources and services and referring onto other Macmillan staff members if needed.
* Assisting with general duties, including stock ordering, photocopying, maintaining information displays within the unit and around the hospital.
* Recording basic information on all visitors to the POD in both written format and computer-based programmes using a Macmillan template.
* Answering the phone and taking messages.

**Challenges of the position:**

Visitors to the POD may be experiencing physical or psychological pain which often impacts on behaviour. Volunteering in a hospital can be emotionally demanding as you may be exposed to a situation where vulnerable patients and relatives can be distressed, anxious and frightened.

**Boundaries of the position:**

* To maintain confidentiality in accordance with the GDPR and Trust guidelines
* That concerns raised by visitors to the POD are shared with an appropriate and person at the very earliest opportunity
* ID must be worn at all times when carrying out the role of a hospital volunteer
* All visitors to the POD are treated with kindness and respect
* To follow guidance from department staff on activities to be undertaken

**What will you get out of it?**

* Join an enthusiastic team of people who want to make a difference, just like you.
* Ongoing support and training will be available from Macmillan Cancer Support and you’ll receive induction and training from Gloucestershire NHS Hospitals Foundation Trust.
* Have a rewarding experience making a difference to people affected by cancer in your community.
* Use and develop your communication and people skills, enhancing your CV.

**Preferred qualities and skills**

* Good listener, clear communicator and able to maintain confidentiality and boundaries
* Patient, flexible and reliable
* Able to work independently with guidance and support
* Able to recognise when to ask for support
* Have integrity and understanding and sensitivity
* Able to respect others’ differences and choices
* For admin support, computer skills are desirable
* Able to accurately record client information

**How much time should I give?**

This is flexible based on the time you have available and the needs of the people we support.

You will need to be available during the service opening times, Monday to Friday 9am to 5pm. We would suggest a minimum of 3 hours per week, more if you have the time. However, any time you can offer will be considered.