

# Information & Support Centre Volunteer Role Description

<b>Role Title:</b>	Information & Support Centre Volunteer
<b>Accountable to:</b>	Macmillan Information & Support Manager
<b>Reports to:</b>	Macmillan Information & Support Manager
<b>Hours/Days:</b>	3.5 hours per session: 1.00pm - 4.30pm Monday - Thursday
<b>Role Location:</b>	Macmillan Information & Support Centre at Blythe House Hospice

**Purpose of the Role:** To support the delivery of the Macmillan Information & Support Service by assisting individual clients, carers, relatives and healthcare professionals to access high quality information and support relating to their illness; to provide verbal and written information, supportive listening and signposting to available services.

## Responsibilities

- Provide basic information around topics such as diagnosis, treatment options and side effects in both written and verbal formats and, if appropriate, provide guidance on a range of other issues e.g. benefits, travel insurance, and how to access other services.
- Provide interventions at Levels 1-2. (See attached sheet)
- Contribute to the development and maintenance of relationships with other departments in Blythe House and external agencies.
- Apply knowledge of information resources to ensure that service users gain benefit from contact with the Macmillan Information & Support Centre.
- Demonstrate a willingness to identify their own learning and development needs, and be willing to undertake relevant training to address these needs.
- Participate in the collection of data regarding contacts with the Centre by clients, carers and healthcare professionals both in person and by telephone.
- Contribute to the planning and organisation of events and displays outside the Centre.
- Contribute to the monitoring and maintenance of accurate stock records for information provided in and through the Centre.
- Participate in the organisation of the annual user satisfaction survey for inclusion in the Annual Service Review report.
- Act within the operational policies for the Centre as a whole and for the role but use their own initiative and judgement in dealing with enquiries; Macmillan Information & Support Centre staff will be available for advice.
- Ensure that situations or enquiries requiring specialist intervention are referred appropriately and in a timely manner to the Macmillan Information and Support Manager.
- Comply with all relevant Blythe House policies and procedures.
- Attend mandatory training sessions as required and any other training courses relevant to the role.
- Maintain confidentiality at all times.

The responsibilities outlined in this role description are not intended to be exhaustive and are likely to evolve in line with continued organisational development.

**Qualities & Skills required:**

- Experience in working with the general public
- Sound communication and interpersonal skills
- Good organisational and administrative skills
- IT and Internet skills
- A confident and non-threatening personality
- Ability to develop effective relationships with service users and maintain a professional detachment
- Ability to remain calm in difficult situations
- Ability to work well as part of a team.
- Driving licence and access to a car would be desirable.

July 2013