

CUH Addenbrooke's Cancer Division Volunteer Role Description

Role Title: Welcomer and Guide Volunteer

Location of placement: Oncology & Haematology Outpatients (including Radiotherapy Waiting Areas)

Responsible to: Macmillan Cancer Information & Support Service Manager

Weekly time requirement (hours and day): 1 session per week, either 10am to 2pm, or 1pm to 5pm for a minimum of 6 months.

Description of duties:

The Oncology & Haematology Outpatients Clinic at Addenbrooke's serves all people affected by cancer in South Cambridgeshire, and those referred to East Anglia's centre for specialist cancer treatment from the rest of Cambridgeshire, Essex, Suffolk, Norfolk, Bedfordshire, Hertfordshire and Lincolnshire.

Patients attending Oncology & Haematology Outpatients may need to see various specialities and clinical staff and may spend all day within the unit. The majority of our patients visit our clinic at regular intervals over a period of time.

You will be the first person that patients, carers and families will meet on arrival to the unit. We want them to feel welcomed, supported and comfortable, and your role will support this goal.

After training, the Volunteer will support visitors find out where they need to be, whether booking into clinic, guiding them to the Day Unit, Radiotherapy, to other patient support services within the Trust, and supporting with Transport. You will circulate around both the Oncology & Haematology and Radiotherapy waiting areas, checking in with patients to make sure they have everything they need.

In quieter moments, you might simply "hold the space", helping to create a welcoming and supportive environment, by being quietly visible, being there when needed, and stepping back when not. At other times, you might sit with patients who are waiting, providing them with a listening ear and helping to ensure their well-being. Some patients may want to talk about their experiences. There is a Quiet Room available in the Day Unit and also the Macmillan Cancer Information & Support Service situated near the waiting area.

The Volunteer will also work alongside other members of the Cancer Division Volunteer Team who are contributing to making Oncology & Haematology Outpatients a welcoming and supportive environment for cancer patients, their carers and families.

The patient ages range from young adults to older people.

There is an Outpatients Waiting Area with reading materials and a Royal Voluntary Services (RVS) Café.

Objectives:

- To contribute to a welcoming and supportive environment for cancer patients, their carers and families under the direction of the Information & Support Service Manager.

- To support the Outpatients Reception Team at busy times.

Induction & Training:

- Mandatory CUH Volunteer Induction Training
- Training required for the role
- Cancer Awareness Training through the Macmillan Cancer Information & Support Service

On-going support/guidance:

- You will be part of the Cancer Division Volunteer Team.
- In addition to your induction and training you will have regular catch ups with staff on hand for debriefs/emotional support as needed.
- The opportunity for volunteer peer support and regular get-togethers as well as opportunities to learn about the hospital, staff, equipment and services.

Useful Skills/Qualifications:

- Warm friendly manner and reliable
- Ability to listen to and respond to people sensitively
- Ability to deal with distressed people
- Fully mobile – the role involves a lot of standing and walking around and for long periods
- Basic literacy and IT skills
- Basic cancer awareness (training will be provided)
- Willingness to commit to role-related training
- Willingness to adhere to CUH Trust Policy, the Data Protection Act, Infection Control Policies, health and safety regulations, and maintain patient confidentiality
- You must be over 18 for this role and have the right to work within the UK
- Because the role involves working directly with patients, we cannot recruit volunteers who are currently or recently (within the last 2 years) affected by cancer, either as a patient, carer or family member or have been bereaved during the last two years.

How will I benefit from this role?

People volunteer for all sorts of reasons. The benefits of this role include:

- Using your skills to transform the experience of people affected by cancer, their carers, and families.
- Learning about cancer information, offering support, listening, and sign-posting to other services as appropriate.
- Learning new skills, understanding how a major cancer centre works and gaining new experience.
- Meeting and working with an inspiring team.
- Using your skills and experience to help shape the future of the Cancer Division Volunteer Team.

Expenses

We offer to pay volunteers' out-of-pocket expenses within CUH Volunteer Services guidelines.

This role description has been authorised by the area lead and Voluntary Services Manager

Agreed by placement supervisor (date):

Voluntary Services Manager signature:

Date: