

## CUH Addenbrooke's Cancer Division Volunteer Role Description

**Role Title:** Information & Support Service Volunteer

**Location of placement:** Oncology & Haematology Outpatients

**Responsible to:** Macmillan Cancer Information & Support Service Manager

**Weekly time requirement (hours and day):** 1 session per week, approx 4 hours, either 10am to 2pm, or 12pm to 4pm, 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.

After training, the Volunteer will support the Information & Support Service team ensure that anyone affected by cancer is able to access high quality, accurate, up-to-date information and suitable support across all stages of the cancer pathway.

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.

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

### **Objectives:**

- To assist in the smooth running of the Information & Support Service under the direction of the Information & Support Service Manager.
- To support the promotion of a calm, pleasant and safe environment.

### **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

- Good customer service skills
- Ability to deal with distressed people
- Ability to listen to and respond to people sensitively
- 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:**