

**Macmillan Information Pod Volunteer Role Description**

**Introduction**

A large number of people are diagnosed with cancer each day. This can often significantly change their lives, leading to emotional difficulties and changes to day-to-day life, such as finances and effects on the family.

Volunteers can help through providing non-medical services and assisting people in getting the information they need in which to help them through this difficult period of their lives.

**Main Duties**

* Being visible and approachable in the Macmillan Information Pod.
* Directing people to the appropriate information leaflets.
* Use initiative to inform staff if an individual needs more specific support.
* Take phone calls to arrange appointments for people who want to visit the Information Pod
* Managing stock and resources.
* Taking details from people for referrals.

**Key Attributes**

* A compassionate and sensitive nature.
* Have confidence to communicate with staff, patients and visitors.
* The ability to use your own initiative and always work in an appropriate manner.
* The ability to work as part of a team.
* The ability recognise when further support is needed and appropriately inform staff.

**Day to Day Functioning**

* The service will be available at Doncaster Royal Infirmary Monday to Friday 8:30-4:30, with the potential of these hours covering weekends in future after this has been trialled.
* Volunteers would need to provide their availability 6 weeks in advance of the rota.
* Availability will be negotiated, but ideally should be at least 1 shift per week for a minimum of 4 hours.

**Support**

* As a volunteer you will be responsible to the Voluntary Services Manager but report to the Macmillan Living Well Cancer Information Services Lead.

**Training**

* You will be required to attend the Trust’s Induction Programme for new starters.
* A training day will be arranged through Macmillan to give volunteers additional knowledge relevant to the post prior to starting.