

Macmillan @ Glasgow Libraries

Volunteer Role Description

Role Macmillan Cancer Information and Support Volunteer

Macmillan Cancer Support has funded Glasgow Life to set up cancer information and support services in libraries across the city of Glasgow. The aim of the programme is to provide individuals affected by cancer with local access to cancer information, emotional support, and signposting to a range of different partner services. This is complemented by a number of monthly, bi-monthly and ad-hoc 'outreach' services based in a range of settings including Health Centres, Community Centres and other venues. Volunteers are at the heart of this project and are central to the success of the services. This is a unique opportunity to make history by being involved in the first project of its kind in the UK!

Location

Various libraries across the city
A range of community venues

Days & Times

Flexible (most opportunities are during the week but we have a library based service on a Saturday morning and a number of outreach opportunities in evenings and weekends).

Main tasks & activities

- Setting up, and closing down the service
- Meeting and greeting people, providing a warm welcome to the Macmillan service
- Making appointments for people
- Providing a friendly, listening ear to people
- Explaining the resources and services available in Glasgow
- Directing people to local and national services that may be of help to them
- Collecting and recording information about people who use the service
- Recording messages
- Referring complex enquiries to a supervisor
- Keeping the information displays stocked and up to date
- Attending quarterly volunteer development sessions to keep informed about developments in services.
- Building strong community links and raising awareness of the service
- Making direct referrals to the appropriate agencies

Benefits to you

Full support from your Lead Volunteer or Macmillan Information and Support Officer and the wider Macmillan team

Full training - Accredited by Queen Margaret University
The chance to meet and make friends with like-minded people
Make a real difference to the lives of people affected by cancer in your local community.
Flexible opportunity to volunteer at one specific venue, or a wide range of venues based on your own requirements.
Regular socials with other volunteers on the Macmillan-Glasgow Life programme across the city.
Regular volunteer newsletter informing you of developments and new opportunities in the programme
Exciting range of social networking opportunities within Glasgow Life and Macmillan
Excellent experience to enhance your CV
References can be provided to volunteers who are involved for more than six months
Be part of an innovative cancer support project, the first of its kind in the UK!

Skills and abilities we are looking for

Open, warm and friendly manner
Non-judgmental
Good communication skills
Ability to 'actively listen' (training will be given)
Awareness of own limitations and boundaries
Commitment to the role
Basic administration skills
Willingness to undertake training required
Most important of all is the willingness to learn and the desire to support others.

Training

Two and half days of training will include cancer awareness, listening skills, confidentiality and boundaries. We expect volunteers to attend a one day refresher training course every two years to ensure your knowledge is as up to date as possible. You will also have access to a yearly learning programme of workshops to support you in your role and develop your skills.

All volunteers will need to complete a Disclosure Scotland check. The purpose of this is to safeguard volunteers and service users from harm. The check involves completing a short form which you will be supported to fill in by the Macmillan @ Glasgow Libraries team. Having a criminal record will not automatically prevent you from volunteering. Rather, cases will be treated on an individual basis. Speak to Macmillan team if you have any concerns. If you have any questions or concerns about this please contact the Macmillan team on **0141 287 2860** or email macmillan@glasgowlife.org.uk