

## 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 bi-monthly, quarterly and other planned Outreach Services based in a range of settings including Hospitals, 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 an innovative cancer support project, which makes a real difference to the lives of people affected by cancer in your local community.

#### Location

- Drop in Services held at various libraries across the city
- Outreach Services held in a range of community venues, health centres and hospitals across the city

#### Days & Times

This opportunity is flexible depending on your availability and where there are currently volunteer opportunities.

Most opportunities are during the week in daytime hours.

We have one library based service on a Saturday during the day and a number of Outreach opportunities on at various days and times throughout the week.

#### Main tasks & activities

- Setting up, and closing down the service.
- Meeting and greeting people, providing a warm and friendly welcome to the Macmillan service.
- Providing a listening ear and emotional support to anyone accessing the service.
- Explaining the resources and services available in Glasgow.
- Signposting people to local and national services that may be of help to them.
- Making direct referrals to the appropriate support services when required.
- Collecting and recording information about people who use the service.
- Referring complex enquiries to a supervisor.
- Ordering information and keeping the information displays stocked and up to date.
- Working together with the other volunteers to ensure the smooth running of the service.
- Attending quarterly volunteer development sessions to keep informed about developments in services.

### Benefits to you

- You will be part of an innovative cancer support project, which makes 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 availability.
- Regular volunteer newsletter informing you of developments and new opportunities in the programme.
- Exciting range of social networking opportunities within Glasgow Life and Macmillan Cancer Support.
- Regular socials with other volunteers on the Macmillan-Glasgow Life programme across the city.
- The chance to meet and make friends with like-minded people.
- Full support from your Lead Volunteer and/or Macmillan Services and Volunteering Officer and the wider Macmillan team.
- Full training - Accredited by Queen Margaret University.
- Excellent experience to enhance your CV.
- References can be provided to volunteers who are actively volunteering for more than six months.

### 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.
- Dedication 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 days of training will include cancer awareness, listening skills, confidentiality and boundaries. We encourage volunteers to attend quarterly Team Workshops, which includes refresher training, 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 Macmillan @ Glasgow Libraries. Having a criminal record will not automatically prevent you from volunteering. Rather, cases will be treated on an individual basis.

If you have any questions or concerns about this please contact Macmillan @ Glasgow Libraries on **0141 287 2860** or email [macmillan@glasgowlife.org.uk](mailto:macmillan@glasgowlife.org.uk)