

# INFORMATION AND SUPPORT SERVICE VOLUNTEER

People affected by cancer tell us that they need access to information and support during their cancer journey. By choosing to join us as an Information and Support Service volunteer, you'll be doing something amazing for people at a difficult time. Make your time matter so that no one in Edinburgh faces cancer alone.

### About the role

You'll be helping to run information and support services to people affected by cancer on a regular basis for Macmillan Cancer Support.

Activities will include:

- Meeting and greeting people, providing a warm welcome to the Macmillan service
- Providing a friendly, listening ear to people with particular needs
- Supporting people on a one to one basis depending on their individual needs
- Making direct referrals to the appropriate agencies
- Explaining the resources and services available in Edinburgh and beyond
- Collecting and recording information about people who use the service
- Keeping the information displays stocked and up to date
- Setting up and closing down the service
- Attending volunteer development sessions to keep informed and up to date

This role will be located in libraries across Edinburgh, initially Central Library, George IV Bridge, or Craigmillar Library as part of a team providing this service. Support is available from local Macmillan and library teams and you'll receive an induction and ongoing training to give you the skills needed to carry out this role.

### What are the benefits?

- Be part of a friendly, enthusiastic team of people and get more involved in your local community
- Use and develop your skills, enhancing your CV
- Receive an initial core induction which covers your duties, our code of conduct, the needs of people affected by cancer and what to do if you need advice and guidance
- Receive ongoing training and individual and group volunteer support sessions will be regularly available
- Receive agreed out of pocket expenses reimbursed organisation's guidelines.

- Have a rewarding experience making a difference to people affected by cancer in your community.

### **Preferred qualities and skills**

- Good listener
- Open, warm and friendly manner
- Non-judgmental
- Good communication skills
- Ability to actively listen
- Awareness of own limitations and boundaries
- Commitment to the role
- Willingness to undertake training as required
- Ability to work on your own and as part of a team

NB. This post is “regulated work with protected adults” and you will therefore be required to be a member of the PVG Scheme (Protected Adults).

### **What’s the commitment?**

- A few hours per week, for 6 months or more
- Flexible to suit your current commitments

### **Apply today by contacting us by email:**

[macmillan.libraries@edinburgh.gov.uk](mailto:macmillan.libraries@edinburgh.gov.uk)

Or you can drop into Craigmillar or Central library, George IV Bridge, and ask staff for an application form.

Then we’ll contact you to discuss your application/enquiry and the role in more detail, and answer any questions.

If you have any questions please contact Scott Mckail on 07808670315 to find out more.

We know that more than one in three of us will get cancer. For most of us it will be toughest fight we ever face. Now, more than ever, we need people like you to join our team and help us to make sure no one faces cancer alone. Whether it is minutes or months, hours or days, **the time you give by volunteering for Macmillan really does matter.**

