**Role Macmillan Cancer Information and Support Volunteer**

Macmillan Cancer Support has funded West Dunbartonshire to set up cancer information and support services in libraries across West Dunbartonshire. The aim of the programme is to provide information and support to people affected by cancer in this area. We are looking for volunteers to get involved in running these services on a daily basis, making a real difference to the local community. Volunteers are at the heart of this project and are central to the success of the services.

**Location**
Various libraries across the area (you would be matched to your nearest library)

**Days & Times**
Flexible (most opportunities are during the week)

**Main tasks & activities**
- 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
- 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 the Macmillan Team
- Keeping the information displays stocked and up to date
- Recording and monitoring leaflet stock
- Attending quarterly volunteer development sessions to keep informed about developments in services.
- Making direct referrals to the appropriate agencies
- Promoting services in your area

**Benefits to you**
- Full support from your Macmillan Team
- Full training
- 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.

Regular socials with other volunteers in the Macmillan-West Dunbartonshire programme

Regular volunteer newsletter informing you of developments and new opportunities in the programme

Exciting range of social networking opportunities within West Dunbartonshire and Macmillan

Excellent experience to enhance your CV

References can be provided to volunteers who are involved 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
- 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 a half days of training will include cancer awareness, listening skills, confidentiality and boundaries. It is important that all volunteers attend the training so that you feel comfortable and confident in your role. 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.

All volunteers will need to complete a PVG 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 Volunteering Coordinator. Having a criminal record will not automatically prevent you from volunteering. Rather, cases will be treated on an individual basis.