

## Macmillan @ West Dunbartonshire Libraries

### Volunteer Role Description

#### 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 individuals affected by cancer with local access to cancer information, emotional support, and signposting to a range of different partner services. We are looking for volunteers from across the area to get involved in running the library services and 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 West Dunbartonshire

#### Days & Times

Flexible (most opportunities are during the week).

#### Commitment

In your role you will receive on-going training, support and out of pocket expenses. In exchange we ask for a regular time commitment to ensure we can provide our weekly drop-in service in libraries so that no one in West Dunbartonshire faces cancer alone.

#### 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 West Dunbartonshire Libraries  
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  
Recording and monitoring leaflet stock  
Attending quarterly volunteer development sessions to keep informed about developments in services.  
Building strong community links and raising awareness of the service  
Promoting in local area  
Making direct referrals to the appropriate agencies

### Benefits to you

Full support from your Macmillan Services and Volunteering Coordinator 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 meetings with other volunteers on 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

Ability to work on their own, and as part of a team

Most important of all is the willingness to learn and the desire to support others.

### Training

Our core training programme has been accredited by Queen Margaret University, and is a great opportunity to expand your skills and develop your CV. This is delivered over two days and includes modules on cancer awareness, listening skills, confidentiality and boundaries. It is important that you attend the training so that you feel comfortable and confident in your role. We also expect you to attend refresher training to ensure your knowledge is as up to date as possible. There is also an optional learning programme scheduled throughout the year, with further learning opportunities available to you.

All volunteers are required to complete a Disclosure Scotland check. The purpose of this is to safeguard volunteers and service users from harm. The check involves completing a form which the Macmillan @ West Dunbartonshire Libraries team can help you complete. Having a criminal record will not automatically prevent you from volunteering. Each case will be assessed on an individual basis. Please speak to the Macmillan team if you have any concerns.