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unable to access the right information and support at the right time. Our aim is to make it as easy as possible for people to get the support they need, because we believe that no-one in Lanarkshire should face cancer alone.

# About the role

You’ll be part of a team of volunteers helping to run information and support services to people affected by cancer on a regular basis. The aim of the programme is to offer a listening ear and signpost service users to other services they may need, eg financial advice, physical activities, counselling or complementary therapies.

# Location

This role is currently available in the libraries and clinics listed below. We also offer services in other clinics, health settings and community venues as part of our outreach service (outreach days and times vary).

# Days and times of volunteering shifts

East Kilbride Library Mondays 10.00am to 2.00pm

Bellshill Library Tuesdays 10.30am to 12.30pm

Coatbridge Library, Buchanan Centre Thursdays 10.00am to 12.00pm Fairhill Lifestyles Centre, Hamilton Thursdays 10.30am to 12.30pm

Wishaw Library Wednesdays 1.30pm to 3.30pm

# Activities include:

* Meeting and greeting people, providing a warm welcome to the Macmillan service
* Providing a friendly, listening ear to people affected by cancer
* 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 Lanarkshire and beyond
* Collecting and recording information about people who use the service
* Keeping 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

# Training and support

You’ll receive full training and support to give you the skills needed to carry out this role, including listening skills, confidentiality and boundaries. You’ll have access to a yearly learning programme to support you in your role and develop your skills. Regular ongoing support is available from the project team.

# Benefits to you

* + Be part of a friendly, team of people and support your local community
  + Use and develop your skills, enhancing your CV
  + Full training and induction for the role
  + Initial and ongoing training to support your development
  + Regular individual and group volunteer support sessions
  + Receive agreed out of pocket expenses
  + Have a rewarding experience, making a real difference to people affected by cancer in your community

# Qualities and skills required for the role

* Good listening skills with an ability to actively listen
* Open, warm and friendly manner
* Non-judgmental
* Good communication skills
* 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

Volunteering roles with Macmillan in Lanarkshire require either a Basic Disclosure check or membership of the PVG Scheme (Protected Adults). We’ll support you to complete the relevant paperwork during the recruitment process.

# What’s the commitment?

* A few hours per week, on a rota basis, for 6 months or more
* Flexible to suit your current commitments, dependant on service need

# Application forms can be found online at [www.culturenl.co.uk/macmillan](http://www.culturenl.co.uk/macmillan).

For more information contact our team who will be happy to discuss your enquiry, the role in more detail, and answer any questions.

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