



INFORMATION AND SUPPORT SERVICES VOLUNTEER

Volunteers are at the heart of Macmillan in Lanarkshire. By choosing to join us, you'll be doing something amazing for people at a difficult time. People affected by cancer often feel isolated, alone and, crucially, 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
Cambuslang Library	Wednesdays	1.30pm – 3.30pm
Wishaw Library	Wednesdays	1.30pm – 3.30pm
Coatbridge Library, Buchanan Centre	Thursdays	10.00am to 12.00pm
Fairhill Lifestyles Centre, Hamilton	Thursdays	10.30am to 12.30pm

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.

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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