

## Services Information Volunteer role description

### What is a Services Information Volunteer?

Breast Cancer Care's vision is that everyone affected by breast cancer is given information about the services and support available to them.

This role allows us to reach more people affected by breast cancer and involves giving information about our services at a range of local services and locations. Where you will volunteer and the type of service/event will vary locally (details given on next page)

### What will I be doing?

- Discussing Breast Cancer Care services with a range of people including people affected by breast cancer, health care professionals and anyone interested in our services
- Describing and 'selling the benefits' of all our services and other local services
- Signposting clients to relevant services
- Taking details for anyone who would like to register with the organisation or attend/use a specific service
- Ordering and distributing publications and relevant marketing materials
- Making links with local support services, charities, health care professionals etc to raise awareness of Breast Cancer Care
- Completing any paperwork and returning to Breast Cancer Care

### What skills and qualities do I need?

- You need to be a good communicator understanding that listening is as important as sharing information
- Able to communicate with people from various backgrounds and with different levels of understanding
- An awareness of the emotional impact of breast cancer
- Ability to recognise the need for support for yourself and how to obtain it when dealing with clients affected by breast cancer
- Good organisational skills
- An understanding of confidentiality and data protection
- A personal experience of breast cancer is desirable but not essential

### What commitment is required?

- 1-2 days per month. Most activities are during the day so daytime availability is essential
- You will need to be part of a team of volunteers in your local area so will be asked to attend local network meetings (usually every 3-4 months)
- A commitment to working within Breast Cancer Care's policies and guidelines, including respect for client confidentiality and equal opportunities

### What will I gain from volunteering as a Services Information Volunteer?

- The opportunity to meet new people from a wide range of backgrounds
- The opportunity to gain new skills and develop existing ones
- The knowledge that you will be supporting clients by offering information about the complete range of services that are available

### **Services information volunteer – hospital clinics (Scotland and Wales)**

This is a new role which we are currently piloting in Wales and Scotland in 2015. We understand that Health Care Professionals are stretched to capacity and often don't have time to discuss local support with patients.

In this role, Breast Cancer Care volunteers will be based in hospital clinics and be available to talk to people about Breast Cancer Care and other local services. Volunteers will not approach patients however be visible in a Breast Cancer Care t-shirt so that patients can approach you for information and clinic staff can also signpost patients to you. In this role you will not be offering 1 to 1 emotional support - this is primarily a signposting role and you will always be working in pairs.

### **Services information volunteer – Lymphoedema sessions (Wales only)**

In Wales, we deliver 2 hour lymphoedema sessions in partnership with local lymphoedema specialists.

In this role, Breast Cancer Care volunteers attend the sessions to assist practically by setting up the room, registering and greeting clients on arrival, assisting with refreshments and tidying room at the end of the session. Additionally volunteers give a short informal presentation signposting to Breast Cancer Care and other local services and are available to give support to any client showing signs of emotional distress.