

Services Information Volunteer role description

What is a Services Information Volunteer?

Breast Cancer Now'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 Now's services with a range of people including people affected by breast cancer, health care professionals and anyone interested in our 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 Now
- Completing any paperwork and returning to Breast Cancer Now

What skills and qualities do I need?

- You need to be a good communicator understanding that listening is as important as sharing information
- 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
- A commitment to working within Breast Cancer Now'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 – 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.

This service runs on a Wednesday, twice a month, morning and afternoon

