

## Volunteer Specified Role

**Volunteer Area: - Macmillan Cancer Support & Information Centre**

**Responsible to: Volunteer Co-ordinator  
Macmillan Cancer Support & Information Manager  
(Royal Stoke & County Hospital)**

### **VOLUNTEER ROLE PURPOSE**

Support the Macmillan Cancer Support & Information Centre staff in providing a meet and greet service to users, dealing with basic enquiries, and taking details of/passing on patients requiring further assessment by the centre staff, in accordance with University Hospitals of North Midlands NHS Trust Policy on working with volunteers (HR05).

### **MAIN DUTIES AND RESPONSIBILITIES**

#### **SPECIFIC**

- Meet and greet users of the service and answer the Cancer Support & Information Helpline, responding to basic enquiries and taking messages from/passing on users requiring assessment and provision of information and support to centre staff
- Ensure reception area / environment welcoming for patients & visitors
- Operate the reception/drop-in area effectively and professionally as part of a team.
- Check, replenish and record quantities of cancer information booklets on display in the Centre and all wards/departments, as appropriate.
- Check various posters on display are up-to-date and in good condition
- Support centre staff in ordering patient information via online, email or telephone and ensure information on display and in stock is up-to-date
- Encourage patients and relatives to complete patient satisfaction questionnaires, for example the Friends and Family Survey. Offer support and assistance if required to complete them.
- Assist with running errands for Centre staff
- Receive and receipt public donations
- Additional duties as required by the MCSIC staff under supervision

## **GENERAL**

- Computer/IT skills are essential, i.e. entering information onto databases/spreadsheets, booking appointments on Outlook diary, printing documents etc
- Excellent telephone manner and customer service skills. Be enthusiastic, friendly and approachable
- Ability to respond to a range of difficult and emotional situations both face to face and on the telephone with an efficient and caring manner
- Maintain confidentiality
- Must be reliable and dependable
- A commitment to the role and regular attendance
- Must be able to complete tasks required independently and as part of a team.

This document is not intended to form a part of a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.