



Working in Partnership
with Dundee City Council



TITLE: Macmillan Information and Support Volunteer
SECTION: Library Services
RESPONSIBLE TO: Grant Ross (Volunteer Coordinator)
LOCATION: Dundee Central, Lochee and Coldside Libraries
DAYS: Mon-Sat
HOURS: 2 - 4 hours, fortnightly or monthly

Purpose of Volunteer Role:

Macmillan Cancer Support has funded Leisure and Culture Dundee to set up cancer information and support services in libraries across the city of Dundee. The aim of the programme is to provide individuals affected by cancer with local access to cancer information, emotional support, and signposting to a range of different partner services. Volunteers are at the heart of this project and are central to the success of the service.

Main Duties and Responsibilities:

- Meeting and greeting people, providing a warm welcome to the Macmillan service
- Making appointments and direct referrals to the appropriate agencies
- Providing a friendly, listening ear to people
- Explaining the resources and services available in Dundee
- Collecting and recording information about people who use the service
- Recording messages
- Referring complex enquiries to a supervisor
- Keeping the information displays stocked and up to date
- Attending volunteer development sessions to keep informed about developments in services
- Building strong community links and raising awareness of the service

Benefits to you:

- Full support from the wider Macmillan team
- Full training
- The chance to meet and make friends with like-minded people
- Make a real difference to the lives of people affected by cancer in your local community
- Exciting range of social networking opportunities within Macmillan
- Excellent experience to enhance your CV
- References can be provided to volunteers who are involved for more than six months
- Be part of an innovative cancer support project

Skills and abilities we are looking for:

- Open, warm and friendly manner
- Non-judgmental
- Excellent communication skills
- Ability to 'actively listen' (training will be given)
- Awareness of own limitations and boundaries
- Commitment to the role
- Basic administration skills
- Willingness to undertake training required
- Most important of all is the willingness to learn and the desire to support others

Training provided:

Two days of training will include cancer awareness, listening skills, confidentiality and boundaries. We expect volunteers to attend occasional refresher training courses to ensure your knowledge is as up to date as possible. You will also have access to Macmillan's programme of workshops to support you in your role and develop your skills.

Download application form:

<http://www.leisureandculturaldundee.com/sites/default/files/volappform.pdf>

Send to/for more info: macmillan.library@leisureandculturaldundee.com

All volunteers will need to complete a Disclosure Scotland check. The purpose of this is to safeguard volunteers and service users from harm. The check involves completing a short form which you will be supported to fill in by the Macmillan @ Dundee Libraries team. Having a criminal record will not automatically prevent you from volunteering. Rather, cases will be treated on an individual basis. If you have any questions or concerns about this please contact the Macmillan team on **01382 43 1530** or macmillan.library@leisureandculturaldundee.com