

Children and Family Services Hospital Outreach Volunteer Role Description



Clan Cancer Support (Clan) is a well-established local charity located in the heart of communities across the North-East, Moray, Orkney and Shetland Isles. Clan is here for anyone affected by a cancer diagnosis, providing emotional and practical support to help live with and beyond their own or someone else's cancer diagnosis and improve the quality of life for all those who turn to us for support. Our services are freely offered to all from pre-diagnosis and diagnosis through treatment and beyond through our network of wellbeing centres.

What this Role Involves

Your role as a **Clan CHILDREN & FAMILY SERVICES HOSPITAL OUTREACH VOLUNTEER** is essential in helping to provide support to a children/young people and their family through challenges they may be facing as a result of the child/young person's cancer diagnosis. This support will take place within the hospital setting on a one-to-one basis or in a group setting, alongside a member of Children & Family Services staff.

Typical activities include supporting the work of Clan's Children and Family Services staff to support children and their families who have been affected by a cancer diagnosis by:

- Providing support and reassurance on a 1:1 basis to a child/young person and their parents if required
- Helping the child or young person to build their self-esteem and confidence through play and interactive activities
- Creating opportunities for a child or young person to experience new activities and develop their interests as appropriate within the ward setting
- Ensuring prompt and ongoing communication with the designated Clan contact
- Recording interactions between you and the child/young person and their family members
- Providing a Listening & Support service as required to parents/family members and signposting towards other Clan services/locations as necessary – to support transition from the hospital to the relevant Clan community base if required

Role Commitments

Our presence at Aberdeen Royal Infirmary will usually be on a Tuesday or Thursday (which will alternate a.m. / p.m. in line with a pre-defined schedule) initially and may be subject to change as the outreach programme develops.

- Working on a rota basis attending a 4 hour shift either 3-weekly or 6-weekly (usually for a minimum period of 12 months unless otherwise agreed between the CFS Team and the Volunteer Manager) and on occasions being flexible and available to help at short notice
- Attending required training and volunteer meetings to receive updates, ongoing development and support
- This role is regulated activity and requires membership to the Protecting Vulnerable Groups (PVG) scheme which will be applied for on your behalf by Clan
- Helping to raise awareness of Clan services
- Representing Clan at public engagement events; for example the Oncology Ward fun day, Clan CFS Family Days etc.
- Adherence to NHS requirements in relation to the wearing of PPE

Essential Skills and Experience Required

There are no prerequisites for this role in terms of professional qualifications and Clan will provide you with the relevant training and ongoing supervision to support you in your role. However, some experience in support skills, health and social care or knowledge and experience of families and/or children would be desirable. Awareness of the third sector would be an advantage. We value personal experience and would welcome anyone without the preferred

skills and experience but are passionate about making a difference and supporting local people in their community to apply for this role.

How Clan will Support You

In return for your time as a CHILDREN & FAMILY SERVICES HOSPITAL OUTREACH VOLUNTEER, Clan will:

- Aim to ensure that volunteering with us is a fulfilling and worthwhile experience. You'll have support from staff, with the opportunity to gain and develop skills and meet with other volunteers.
- Your role as CHILDREN & FAMILY SERVICES HOSPITAL OUTREACH VOLUNTEER can often involve dealing with difficult situations. It's our responsibility to ensure you have all the relevant training and support to enable you to fulfil your role and have a rewarding volunteering experience.

Clan will provide you with:

- Comprehensive induction to Clan and your role
- Clan T-shirt and activity equipment or materials as required
- Relevant training as required, including Listening and Support Skills and Safeguarding
- Ongoing training, supervision, development and wellbeing support
- Reimbursed expenses incurred whilst volunteering in accordance with our Expenses Policy

Applying to Volunteer

You can contact us via our website www.clancancersupport.org or email volunteering@Clancancersupport.org