

Clan Listening & Support Volunteer Role Description

Clan Cancer support 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 the roles involves

Your role as a **Clan LISTENING & SUPPORT VOLUNTEER** is essential in helping to provide our vital Listening and Support service to people affected by a cancer diagnosis in your local community. The listening and support service offers a welcoming, relaxed, safe and confidential environment for people to talk about the cancer experience with someone who can listen and provide emotional and wellbeing support either face to face or by telephone. Typical activities include:

- Meeting and greeting clients attending our local wellbeing centres
- Providing emotional, practical and wellbeing support and information to new and existing clients using the Clan client pathway either face to face or by telephone
- Working together with Clan staff to ensure the best possible support and service for clients and signposting where appropriate
- Recording client session notes and debriefing with Clan staff
- Welcoming and assisting with check-in's for Clan Haven guests (Aberdeen)
- Receiving donations and providing support where appropriate
- Helping to raise awareness of Clan services by attending and supporting internal and external events
- Activities may vary depending on the location of the wellbeing centre

Role commitments

- Working on a rota basis attending a 4-hour shift either weekly, fortnightly or monthly for a minimum of 12 months and on occasions be 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

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 and 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

Your role as SUPPORT 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 SUPPORT VOLUNTEER training program 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