



## Volunteer Role Description

<b>Title</b>	Support Volunteer
<b>Location</b>	Aberdeen, Elgin, Kirkwall, Lerwick
<b>Responsible to</b>	Volunteer Coordinator/Area Coordinator
<b>Role Purpose</b>	
<p>CLAN Cancer Support offers clients the opportunity to receive emotional support at our Drop-In Centres across the North East, Orkney and Shetland. Support Volunteers offer clients an opportunity to talk with someone who can listen and provide emotional support.</p> <p>Some locations also run group support sessions where support volunteers are required.</p>	
<b>Time Commitment</b>	
<ul style="list-style-type: none"> <li>• A regular time commitment is preferred to allow us ensure the support rota is covered weekly</li> <li>• Time commitment can be discussed and agreed on an individual basis</li> </ul>	
<b>Requirements</b>	
<ul style="list-style-type: none"> <li>• Attend and successfully complete CLAN's Listening and Support training course</li> <li>• Undergo a satisfactory PVG (Protection of Vulnerable Groups Scheme) check in relation to working with protected adults and children</li> <li>• Honesty, reliability and commitment</li> <li>• Be open, friendly, non-judgemental and empathetic</li> <li>• Be self-aware and willing to accept feedback</li> <li>• Good communicator with excellent listening skills</li> </ul>	

### **Training & Support**

- Induction
- Support and Listening Course Level 1 & 2
- Ongoing training opportunities
- Regular meetings and one to ones
- Supervision with a counsellor

### **Typical Tasks**

- Meet and greet all clients that come to the Drop-In area
- Ensure that the Drop-In location is welcoming and well organised
- Give support to clients by providing a 'listening ear'
- Inform clients of what CLAN services are available and arrange appointments where necessary
- Carry out tours of the facilities for new clients and visitors to CLAN
- Maintain good housekeeping ensuring the Drop-In areas are tidy and clean
- Provide support to members of the public at events when required

### **Benefits**

- Provides experience of a one to one support setting
- Satisfaction of providing support to individuals affected by cancer
- Opportunity to use your current skills and develop new ones
- Meeting new people
- Opportunity to help the work of a local charity