

# BEACON CENTRE VOLUNTEER VACANCIES

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## **VOLUNTEER COFFEE & MEAL TIME ASSISTANTS**

Our busy inpatient wards, and day unit would value help with helping at coffee & meal times, staff also value assistance from volunteers in running errands which could include fetching drugs and blood products as required. There will be contact with patients so listening and responding skills will be required (training provided).

## **VOLUNTEER MEETER & GREETERS**

Working in our main reception in this role you would be on hand to meet and greet visitors to the Beacon Centre and help guide and assist them. This role is often combined with that of Listener & Responder (see below)

## **VOLUNTEER CANCER INFORMATION & SUPPORT CENTRE ASSISTANTS**

This role requires volunteers to provide a listening ear to patients and/or carers who need someone to talk to and confide in regarding their feelings and experience of being a cancer patient/carer and listening and responding is an important part of the role (training will be provided). There will also be a requirement to gain an understanding of the information and services available to patients/carers to be able to signpost accordingly. This role also includes administration duties and requires a basic understanding of use of a computer.

## **VOLUNTEER LISTENER & RESPONDERS**

In this role you would provide a listening ear to patients and/or carers who need someone to talk to and confide in regarding their feelings and experience of being a cancer patient/carer where listening and responding by the volunteer is key (training will be provided). Volunteer listener and responders work in the Beacon Centre main reception, the day unit, the radiotherapy waiting area and the inpatient wards.

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## VOLUNTEER BEACON OUTPATIENT DEPARTMENT ASSISTANTS

Our staff would value volunteer help to aid them in this busy department. The role is varied and includes running errands to other departments in the Beacon Centre and the hospital as a whole, escorting patients to other departments, meeting patients and escorting them to Beacon outpatients, moving patient notes and talking to patients and giving information about other hospital services amongst a whole host of other things.

### Personal Attributes for all volunteer roles:

Confident, Articulate, Good with People, Sensitive & Empathetic, Reliable and Tidy Appearance

### WHAT VOLUNTEERS CAN EXPECT FROM BEACON CENTRE STAFF

- To accept and treat volunteers as a member of the team
- To work co-operatively with volunteers
- To respect volunteers
- To assist volunteers should the need arise
- To provide relevant and timely training to enable the volunteer to carry out the duties requested of them

### OUR EXPECTATIONS OF VOLUNTEERS INCLUDE TO

- To work as member of the team and respect members of staff
- To work within the boundaries of their role
- Not to criticise another volunteer or member of staff in public
- To attend meetings, courses or training relevant to the volunteer role
- To work co-operatively with members of staff
- Be willing to provide assistance if asked and if the request is reasonable

### TRAINING & SUPPORT

Appropriate training and support will be provided for each volunteer role, and this will vary dependent on the type of volunteer role undertaken. There will be an expectation for volunteers to attend training sessions as necessary to obtain and refresh the necessary skills.

Support to our volunteers is provided through peer and staff support. Volunteers are expected to attend the support sessions that are offered to them.

Volunteer meetings take place 4 times a year which offer an opportunity to meet peers as well as exchange and discuss ideas.

ANY QUERIES PLEASE CONTACT JO WILSON, MACMILLAN SURVIVORSHIP LEAD, BEACON CENTRE  
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