**Macmillan Virtual Information Centre Volunteer**

**About this role:**

The Macmillan Information Centre at Kingston Hospital is an important focal point for patients throughout their cancer journey. The centre provides high quality information about cancer generally and specific to different tumour sites. It also provides referrals to additional services including counselling and benefits advice which continue to be offered virtually, during the Covid-19 pandemic.

The Macmillan Virtual Centre Volunteer plays a key role in providing emotional support to patients regardless of where they are in their cancer journey. In addition to a supportive listening ear, volunteers are attuned to the needs of the people they speak to, referring patients to high quality information about their cancer both from Macmillan and other trusted sources of information such as national charities. Volunteers maintain a close relationship with the Macmillan Information Centre Manager, communicating patients’ needs clearly and signposting to other services that the Centre Manager can then facilitate.

**What is the commitment?**

Approximately 3 hours per week. Volunteers will receive details of up to 3 patients to call on a weekly basis. Some of these will be follow up calls, some will be new referrals.

**What will I be doing?**

* Providing a skilled listening ear to patients affected by cancer
* Assessing patients’ needs and how the service can best support them
* Signposting to trusted sources of information both from Macmillan and national cancer/research charities
* Identifying additional patient needs, such as counselling or benefits advice and referring on to these services via the Macmillan Information Centre Manager
* Using a secure channel to keep accurate notes of your conversations and share these with the Macmillan Centre Manager

**What Skills, Knowledge and Experience is helpful in this role?**

Volunteers will be skilled in active listening and have experience of providing information, sign posting and referrals on behalf of others in a way that is non-directive and non-judgemental.

Attendance at the Macmillan Listening & Responding training, and SAGE & THYME training is a requisite for volunteering in this role.

Understanding of the Macmillan information and support service at Kingston Hospital is essential

**Essential requirement / commitment**

* Over 18 years of age
* All Volunteer Visitors will require a DBS check
* Commitment of  3 hours per week for a minimum of 3 months
* Live, work or study within a 5 mile radius of Kingston Hospital
* Before you get started with your volunteering role, you will be invited to refresh your knowledge of Information Governance via an online platform for e-learning, E-Learning for Health.
* We will also provide a package of training support online and ask that you work through this independently prior to commencing in your role.
* Participation in the training relevant to your role and confidential discussion of any reasonable adjustments required to meet your needs.
* To live our values through your volunteering role at Kingston Hospital:

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**How will I be supported and what will I gain from this opportunity?**

* Join an enthusiastic volunteering team of people who want to make a difference, just like you.
* Learn new skills and develop existing skills.
* It can contribute to your personal development and confidence.
* You will be making an important contribution to your local community throughout your volunteering journey at the hospital.
* Invitation to 2 x annual awards to celebrate the support our volunteers give. An opportunity to meet other volunteers at the trust.
* Annual refresher training.
* A reference to support applications – please kindly note that this is only provided after our minimum commitment has been met.

**Contacting  the Volunteering Team**

If you have any enquiries or would like to discuss anything further please do get in touch

Email: khft.volunteering@nhs.net

Telephone: 0208 934 2549 / 0208 934 3620

**Learning Needs Analysis**

**Learning outcome**

By the end of training, volunteers will be confident to listen, assess the needs and refer patients to high quality information and support services for people affected by cancer.

**Learning objectives:**

1. Answer calls with a positive and professional telephone manner
2. Assess caller enquiries in an empathic and non-judgemental way and find out what their needs are
3. Use their knowledge of the Macmillan Cancer Information Centre to find the right information and services for each caller
4. Provide verbal information in a clear, accurate and accessible way
5. End calls successfully
6. Complete basic monitoring information

**Learning Needs:**

* Call handling skills: answering and service standards, building rapport, active listening, endings.
* Questioning and active listening
* Detailed knowledge of the information and remote services available via the Macmillan Cancer Information Centre at Kingston Hospital.
* Challenging situations – what to do if you can’t find the answer and other scenarios, e.g. an emotional caller
* What information to record and where/how to record it.
* Adult safeguarding
* Volunteer boundaries

**Modes of training**

**Online modules** (e-learning for health): Adult Safeguarding, Role & Boundaries of the Volunteer

MS Teams Call – Booked for 18th September with volunteers.

**Handbook (Slide Deck):**

* Summary of telephone helpline and call handling skills, including the home environment
* FAQs guide and other sources of sign-posting or information
* Sample reporting template, monitoring form and guidance notes
* Virtual resources available to cancer patients and their carers including access to other charities and their virtual support