


<b>Volunteer Role Description</b> <b>Response Volunteer</b>	
	Charity Registration 1053338

<b>Role Description</b>	Response Volunteers carry out a wide range of tasks to best meet the needs of patients and staff at MVCC at any given time. These include patient facing, telephone and administrative tasks. No shift is the same as each response volunteer is deployed based on the need on any given day.
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<b>Key Tasks</b>	<p><b>Examples of Response Tasks may include the following (not all tasks are currently being carried out due to COVID restrictions):</b></p> <ul style="list-style-type: none"> <li>• Welcoming patients to MVCC and signposting patients to the right part of the hospital for their appointment</li> <li>• Providing support and information to patients and signposting on to the best team to meet their needs</li> <li>• Buddying patients with additional needs while waiting for treatment</li> <li>• Supporting at the pharmacy hatch and with drug stock taking</li> <li>• Checking in patients over the phone for radiotherapy appointments</li> <li>• Carrying out surveys with patients and carers (face to face or via telephone)</li> <li>• Re-stocking patient information and putting up posters around site</li> <li>• Running items (including patient notes &amp; samples) between wards &amp; departments</li> <li>• Making up patient packs</li> <li>• Basic administration eg data input, scanning, photocopying</li> </ul>
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<b>Skills, Qualities and Experience</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills with a diverse range of people</li> <li>• Must be physically fit to be on feet and walk around the hospital, including wearing a mask for full shift</li> <li>• Flexible and adaptable to carry out a wide range of tasks</li> <li>• Happy to work as part of a team</li> <li>• Reliable</li> <li>• Basic administration skills</li> <li>• Be prepared to take part in the COVID 19 swabbing programme</li> <li>• Be prepared to undergo a standard DBS check</li> </ul>
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<b>Benefits to you</b>	<ul style="list-style-type: none"> <li>• Becoming part of a friendly and dedicated team</li> <li>• Meeting people from all walks of life and making new friends</li> <li>• Learning new skills to enhance your CV</li> <li>• Giving something back to patients, carers and staff at MVCC</li> </ul>
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<b>Training</b>	<ul style="list-style-type: none"> <li>● East &amp; North Herts NHS Trust induction Training</li> <li>● Communications training</li> <li>● On the job guidance for each individual task</li> <li>● Opportunities to take part in relevant IT and cancer awareness training</li> </ul>
<b>Supervising Staff</b>	<ul style="list-style-type: none"> <li>● Volunteer Coordinators</li> </ul>
<b>Expenses</b>	MVCC is able to reimburse reasonable travel expenses to and from sessions. Please ask for further details.

#### About MVCC

Mount Vernon Cancer Centre is a well renowned, highly specialised cancer centre. We pride ourselves in both our technical treatments and our patient care. We treat from a large catchment population of almost 2 million people and some patients are referred to us from across the country in areas where we have specialist knowledge and expertise. Over 5,000 new patients are registered with us each year.

#### Our Values:

- P Patients – we put our patients first**
- I Improvement – we strive for continuous improvement**
- V Value – we value everybody**
- O Open – we are open and honest**
- T Team – we work as a team**