

## **Volunteer Welcome Desk Assistant**

### **How you will make a difference**

CCHC provides practical, emotional and social support to those affected by cancer, who visit the Centre physically or virtually, with a holistic approach to wellbeing: Mind, Body and Spirit.

You will provide a warm and friendly welcome to all visitors to The Centre to help them feel safe, comfortable and relaxed, enabling the Centre Management Team to be available for our members elsewhere in the building.

### **What will you be doing?**

You will welcome members with a friendly greeting and ensure they sign in on arrival

To ensure safety, you will encourage visitors to use hand sanitiser and to wear a mask. You will advise about any other post pandemic safety measures currently in place

You will introduce new visitors to a staff member if available, and/or direct to the tea bar/facilities as appropriate

You will provide a brief introduction to The Centre where appropriate, particularly when staff are unavailable

To comply with fire regulations, you will ensure people leaving the Centre sign out, even if leaving temporarily

You will be aware of varying emotional and physical health of vulnerable visitors and be sensitive to their needs

You will maintain the clean and bright appearance of the welcome area by tidying display stands, leaflets, posters etc, keeping the area free from rubbish and clutter

You will ensure messages are passed to staff

There is an opportunity to combine this role with other Cambridge Cancer Help Centre volunteering roles if desired.

### **Where will you be volunteering?**

You will volunteer at The Centre.

## **What time commitment do you need to make?**

You will need to be available regularly for at least one three-hour session per week, morning or afternoon, to be mutually agreed with management team. The ability to be available to cover volunteer absence and holidays is desirable.

## **What skills and qualities will you need?**

It is essential that you are friendly, approachable and professional in manner

To be empathetic and sensitive to members and to be a good listener, being aware of varying emotional and physical health of vulnerable visitors

To respect and maintain confidentiality

To be reliable, organised and efficient

To be confident carrying out tasks independently and /or working cooperatively with other volunteers and staff

To be willing to gain an understanding of The Centre and how it operates in order to provide accurate information to visitors as appropriate.

## **What training and support will you be offered?**

A named supervisor for regular contact.

A volunteer agreement.

An induction with an introduction to the charity, the role and our policies.

Group training refresher sessions.

An opportunity to meet other volunteers and attend volunteer meetings.

1:1 supervision meetings for longer term volunteers.

The Centre will arrange for a DBS certificate application if applicable.

## **Can I claim expenses?**

You will be entitled to claim reimbursement of reasonable travel expenses subject to our agreed policy.

For more detail about this role, or to receive an application form, please contact Lorna Gough: [contact@cambridgecancerhelpcentre.org](mailto:contact@cambridgecancerhelpcentre.org)

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