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**Frequently Asked Questions about the Community Information Volunteer Role**

**Where is the role based?**

This role will be based in community locations in your area such as libraries, GP surgeries and leisure centres. There may also be ad-hoc events and meetings in your local community.

**What typical tasks could this role involve?**

* Updating Information Points in local community venues
* Attending Health and Wellbeing Fairs and hosting a Macmillan stand
* Holding a regular ‘drop in’ session to offer information and signposting to the local community
* Delivering presentations or talks on behalf of Macmillan e.g. to local groups who use the library, church groups etc.
* To distribute leaflets and information at events
* Promoting cancer awareness events throughout the year
* Engaging own networks or finding new audiences to promote Macmillan

**Are there any activities I would not be expected to do?**

* You will not be expected to give advice or answer any medical or clinically related questions
* You will not be expected to diagnose or screen people
* You will not be expected to provide counselling or ongoing emotional support.
* You will not be expected to deliver training
* There is no personal obligation to fundraise.

**Who are the key contacts for this role?**

You will work closely with the manager of our Information and Support Services in your area. This is to ensure you are kept up to date on relevant information and support available for people affected by cancer. You will also work with the staff in venues where our Information Points are situated. This could include the Libraries NI Branch Managers, Macmillan Move More Co-ordinators and GP Practice Managers.

**What skills and experience do I need?**

* Good basic IT skills e.g. willing to undertake training to use Macmillan online communication, reporting and information ordering systems
* Good communication skills and, if relevant, a willingness to deliver presentations to small groups
* An excellent team-worker - reliable, honest and punctual
* Polite, patient, empathic and respectful of others’ differences and choices
* An awareness of the limits of the role and commitment to act within Macmillan’s policies and procedures.
* Happy to work independently while making use of the guidance and support of your supervisor
* An interest in cancer care and the services that Macmillan provides

**How much time would I have to give?**

The days and times you volunteer will be very flexible. While the pattern of volunteering can also vary, you should be able to commit at least 2 hours every 2 weeks to volunteering. We hope that you will be able to offer a minimum of 12 month commitment to the role.

**Who can volunteer?**

We want a variety of people to volunteer with us but for this role the minimum age is 18.

**Can I claim expenses?**

Volunteers should not be out of pocket as a result of volunteering for us. We reimburse reasonable travel costs to and from the organisation, travel while volunteering and other expenses by arrangement.

**What are the next steps if I decide to apply?**

We’ll invite you to meet us for a chat and an informal interview. It's a chance for you to find out more about the role and the organisation and we can get to know you better and find out how to best match your skills and interest to our current need.

We like to take up references for all roles and ask you to supply this information on your application form. If it is difficult for you provide references please speak to us about this.

**What training is provided?**

* You will receive full induction training before you start, including an introduction to Macmillan and its work, cancer and its treatments and skills for providing information and support.
* We will provide you with further training you need as we develop the role in cooperation with you and our partners in NI Libraries and your local Macmillan Information and support service.

**Do you still have questions about the role?**

Please contact our Volunteering Team on 02890708610 or email [dvsni@macmillan.org.uk](mailto:dvsni@macmillan.org.uk)