

# Cancer Council Tasmania

## Volunteer Position Description

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<b>Position Title:</b>	Support Centre Volunteer
<b>Department:</b>	Supportive Care
<b>Location:</b>	Cancer Support Centres (North/South)
<b>Status - Hours of Work:</b>	Volunteer – Half/Full day rostered shifts, casual as needed
<b>Reports to:</b>	Supportive Care Coordinator & Supportive Care team
<b>Late Review Date:</b>	January 2023

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### *Key Purpose of the Volunteer Role*

Support Centre volunteers provide a welcoming presence to all visitors to our Cancer Support Centres in Launceston and Hobart and assist Supportive Care staff in the provision of supportive care services.

*In order to look after our volunteers and avoid potential negative impacts of this role, we require that a person with a personal cancer experience such as diagnosis or bereavement should be a minimum of two years past their acute experience unless otherwise agreed with the Supportive Care Coordinator and Director.*

### *Our Organisation*

CCT is a charity working to minimise the incidence and impact of cancer on all Tasmanians through advocacy, raising awareness of cancer prevention and offering support and information for anyone affected by the disease.

CCT's vision is for a cancer free future. Our mission is to minimise the incidence and impact of cancer on all Tasmanians. The values underpinning our work are; *generosity, integrity, collaboration, courage and innovation.*

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### *Volunteer Role Responsibilities*

- Be the first point of contact in our Cancer Support Centre for members of the public.
- Assist members of the public in accessing information and resource publications in the Centre.
- Supportively deal with enquiries and refer clients to appropriate staff members as required.

- Maintain and manage resource and information stocks in the centre, including but not limited to information booklets, brochures, kitchen supplies, wig supplies .
- Set up and pack away furniture and equipment for support groups, workshops and Supportive Care programs such as oncology massage, yoga, Tai Chi.
- Ensure the centre is kept neat, clean and tidy at all times.
- Help create a welcoming, peaceful atmosphere conducive to the provision of effective support.
- Assist with other CCT activities and support for events when possible and/or when required by the Supportive Care staff, e.g. laundry, admin tasks, phone calls/text messages.

#### Southern volunteers only

- Assist members of the public with purchases and retail enquiries.
- Open/close till operations at start/finish of day, reconciling sales, cash and EFTPOS.
- Assist with maintaining and managing retail stock.

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### *Position Requirements*

- Ability to respond to clients by providing non-judgmental, sensitive and empathetic responses.
- Adhere to and maintain strict confidentiality requirements.
- Dependability, reliability and commitment.
- Willingness and capacity to undertake relevant training and participate in periodic review evaluations.
- Willingness and capacity to attend regular volunteer meetings.
- Be responsible for own personal needs regarding support, debriefing and self-care by engaging with training, meetings and catch ups with staff.
- All CCT volunteers are required to undertake a Police Check.
- Current Working with Vulnerable People Card preferred.
- A commitment to CCT's objectives, including the vision for a tobacco free Tasmania.

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### *Selection Criteria*

The selection criteria outline the skills, experience and behaviours that are necessary to successfully carry out the voluntary role.

1. Well-developed interpersonal and oral communication skills including the ability to listen to and follow instructions
2. A strong desire to assist members of the public with any enquiry relating to CCT
3. Professional presentation in manner and attire, neat and tidy
4. Computer and technical skills, including emailing, basic administration, text messaging and/or the willingness to learn
5. Experienced in retail work or the ability to learn (South only)
6. Accept and endorse the values of CCT; demonstrated ability to uphold the values of CCT through behaviors, language and actions, including adherence to CCT's key health messages regarding cancer prevention (e.g. sun safety, non-smoking) and make a positive contribution to team and workplace culture and practice.