Volunteer Role Description

Role Title: Support Line Assistant
Department: Cancer Support Team
Reporting to: Support Line Nurse
Location: Gleider House, Cardiff

Why am I needed?

Tenovus Cancer Care’s Support Line is available between 8:00am and 8:00pm 7 days a week, 365 days a year and provides support, information and signposting to anyone affected by cancer. Our Support Line is free, confidential and staffed by experienced nurses and trained volunteers. It’s a completely nurse-led, proactive service. In this role, you’ll be in contact with both patients and health care professionals via the telephone and/or internet to gather vital information to ensure anyone who accesses our Support Line gets the best service possible.

What will I be doing?

- Answering telephone enquiries
- Providing information to callers
- Listening to concerns or queries that may be affecting the client
- Identifying client needs, gathering information and referring as appropriate
- Making calls and contacting both clients and professionals to gather information
- Providing a call back/follow up/ reminder service to Tenovus Cancer Care clients
- Carrying out other administration tasks such as filing and faxing
- Transferring calls to the appropriate member of the team
- Collating information and entering it onto the Cancer Support Team’s database, ensuring information is accurate and up to date
- Communicating with clients via a webchat where appropriate.

What skills and qualities do I need?

- Ideally you’ll have experience in or knowledge of healthcare
- A friendly and enthusiastic approach
- The ability to work well and interact with others
- A positive attitude and a willingness to get involved
- An warm and friendly telephone manner, with excellent active listening skills
Empathy
Commitment
Great attention to detail
Good computer skills

How much time do I need to commit?
Ideally you’ll be able to commit to a half day per week to the charity, volunteering on the same morning or afternoon each week. This role is available Monday to Saturday, 8:00am until 8:00pm. Preferably you’ll be able to volunteer for one month minimum. However we appreciate any time you can give, so please note this on your application form.

What support and training will I be given?
- Fully training will be provided to allow you to prepare for the role, this will include mandatory Support Line training, IT induction and training on the database; Neo and Tenovus Cancer Care “What is cancer?” training. You’ll also be offered further training in Welfare Benefits and counselling skills if you wish
- This role will follow a progression model; allowing you to build further skills the longer you are with Tenovus Cancer Care
- A member of staff will be designated as your supervisor and support will be available from all members of the Cancer Support Team
- You’ll also be able to access our eLearning programme offering a number of personal development courses
- Please note that an enhanced DBS (Disclosure and Barring Service) check may be required for this role. This is undertaken free of charge by Tenovus Cancer Care.

What benefits can I expect?
- Reasonable expenses will be paid in line with organisational policy
- You’ll receive accredited training
- You’ll have access to apply for all internal vacancies
- The satisfaction of knowing you’re making a vital difference to the work of Tenovus Cancer Care, and in particular the people who access our unique services
- The enjoyment of meeting new people and being part of our Cancer Support Team
- The opportunity to develop new and existing skills
- The chance to gain experience of working for Wales’ leading cancer charity.

Where will I be based?
You’ll be based in Tenovus Cancer Care’s office in Llanishen, Cardiff CF14 5BD.
How do I apply?

Please follow this link to **Apply Online** via our website. Alternatively, please contact our Volunteer Development Team on **029 2076 8850** for more information or email **volunteer@tenovuscancercare.org.uk**. Dependant on the number of applications received, applications may need to be shortlisted before interview.

Unfortunately due to the nature and demands of this role we cannot take on a volunteer with a current cancer diagnosis. However we do have many other volunteer roles available, please do get in touch to find out more.