



Volunteer Receptionist Recruitment Information

Volunteering with Action Cancer

Volunteers are an important part of the Action Cancer ethos, as they add considerably to the quality of the service that Action Cancer provides. Also Action Cancer realises that the achievement of their goals is best served through the participation of members from the local community. To this end, we encourage involvement of volunteers where possible in Action Cancer and within all appropriate programmes and activities. We see it as our responsibility to continue to identify ways in which the work of Action Cancer can be extended by the involvement of volunteers as a core part of our team, with a distinctive but complimentary role alongside paid staff. All Action Cancer staff are encouraged to assist in the creation of meaningful and productive roles through which volunteers can gain personal benefits. We are committed to managing volunteers in a way that ensures the needs of both parties are met.

“Volunteering refers to: the commitment of time and energy, for the benefit of society and the community, the environment, or individuals outside (or in addition to) one’s immediate family. It is unpaid, and undertaken freely and by choice”.

A volunteer must be formally appointed and matched to their agreed role prior to starting their volunteering. Volunteers shall not be considered as employees of Action Cancer.

Our Heritage

Established in 1973 by cancer specialist Dr George Edelstyn the initial aim of the charity was to fund pioneering research into chemotherapy and to support and sustain patients and their families during treatment. Our founders’ vision for the future was that people of Northern Ireland would be free from the risk of cancer.

Since Action Cancer was formed we have been the only charity in the UK and Ireland to provide a screening service for breast cancer, leading the way in 2006 with the introduction of digital mammography. Then in the same year we developed another first; a state of the art articulated vehicle nicknamed the Big Bus, with on-board facilities for breast screening and health checks.

Through our clinic in Belfast, the big bus and the use of local community facilities each year we provide free breast screening to women 40-49 and 70+, support and therapeutic services and health checks in over 200 locations across Northern Ireland. We also deliver health checks, cancer awareness and health education programmes in schools and a wide variety of other settings.

We continue to lead the way in on health promotion, lobbying and campaigning on cancer and health related issues. For more information on what services are available in Action Cancer have a chat with the Services Administration Manager Team or visit the Action Cancer website www.actioncancer.org

OUR VISION

A future where cancer risk is reduced, cancers are detected early, successfully treated and the people impacted are supported and empowered.

OUR COMMITMENT

Action Cancer is a socially responsible charity committed to making a difference to Our People, Our Community and Our Environment.

OUR MISSION

Action Cancer is a Northern Ireland charity dedicated to saving lives and supporting people through cancer awareness, prevention, detection and support.



Values and Behaviours:

We have three stated Values which are supported by seven expected behaviours.

Value 1: Putting People First - People are at the centre of everything we do.

Value 2: Making a Difference - Having a positive impact on everything we do.

Value 3: Being Accountable - Clear, open and honest about everything we do.

Our Values are supported by seven **Behaviours**. We Will...

1. Treat people with respect, care, dignity and consideration.
2. Listen, hear and respond positively to what people say.
3. Support, develop and equip our people to reach their full potential.
4. Gain from our experience and celebrate success.
5. Work together, supporting, adding value, learning from and sharing with others.
6. Embrace and develop new ideas, ways of working and technologies.
7. Welcome scrutiny, taking ownership and responsibility collectively and individually for our actions.

The Services Administration Department

Our Receptionist Volunteers provide an important service as part of the Services Administration Team and mostly provide the first point of contact for members of the public with Action Cancer. The Service Administration Manager and Service Administration Assistants who make up the team are there for your support and any of your volunteering needs.

Benefits of Volunteering with Action Cancer

- Helping to support Northern Ireland's leading cancer charity
- A happy and friendly volunteering environment
- Tea and coffee whilst volunteering
- Support with your volunteering needs
- Bi annual organisational volunteer celebration event
- Contribution towards your volunteer Christmas lunch
- Training and development within your role
- Flexible volunteering times

Many thousands of people have been touched by the work of Action Cancer- through the early detection services in Belfast, and throughout the province, our information and support services for cancer patients, our Men's Health Programme, awareness initiatives such as Breast Cancer Awareness Month. But great challenges still lie ahead of us. Cancer is set to become the most common cause of death in Northern Ireland. Cancer treatment and detection have improved greatly, but there is still much more to be done. We rely heavily on the support and dedication of our volunteers to enable us to carry out this vital work. As well as providing a very worthwhile service volunteering with Action Cancer has great benefits for the volunteers themselves, such as:

- Having fun and sharing great company
- Training & development
- Relieving boredom
- Learning new skills
- Gaining confidence
- Improving self-esteem
- Helping a worthy cause
- Meeting new people
- Making friends
- Gaining valuable work experience to add to your CV

Helping out in Reception Department at Action Cancer House will involve providing high quality reception support for all of the Action Cancer Services that are delivered in Action Cancer House. Including receiving clients and visitors, handling telephone enquiries, processing mail and data input.

Helping you to help us

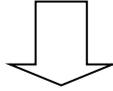
Action Cancer values its volunteers greatly and provides the necessary training and support to enable volunteers to effectively carry out their volunteering. In addition to this any expenses, such as travel expenses are reimbursed so that volunteers are not 'out of pocket' as a result of helping Action Cancer.

Volunteers are invaluable within Action Cancer and greatly support and enhance the work of staff. If you would like to be involved in this vital and lifesaving work please collect a volunteer application form from Reception at Action Cancer House, from your nearest shop, by email at info@actioncancer.org or call 028 90803344.

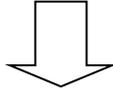
Opportunities exist for people of all ages whether they are working, unemployed, retired or studying. It does not matter how much time you have to offer as a volunteer. You can volunteer as little as an hour a month to 35 hours per week. Whatever your interest, skills and experience are there is sure to be a way you can help.

To Become an Action Cancer Receptionist Volunteer

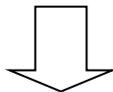
Find out about Action Cancer – visit our website, read our literature, talk to staff and volunteers.



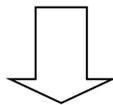
Collect a volunteer information pack from Reception, your nearest shop, email info@actioncancer.org or call 028 90803344 and ask for Michele Warke, Services Administration Manager.



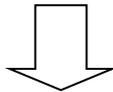
Complete and submit your Volunteer Application Form



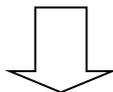
Attend informal chat and Await reference check



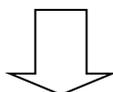
Where a suitable volunteering opportunity is available, start Volunteering in Reception, with the Services Administration Department at Action Cancer House.



Attend Induction



One month settling in period



You are an Action Cancer Volunteer

Role Description for Receptionist Volunteers

| | |
|--------------------------------|--|
| <u>TITLE/POSITION</u> | Receptionist Volunteer |
| <u>GOAL OF POSITION</u> | To assist the Services Administration Department in providing high quality Reception support within Action Cancer House. |
| <u>RESPONSIBLE TO</u> | Services Administration Manager |

MAIN TASKS

Listed below are all the various tasks carried out by Receptionist volunteers. Not every volunteer will carry out all of the tasks outlined below. The particular tasks carried out by the volunteer will depend on the specific individual circumstances of the volunteer and the demands of the Services Administration Department at the time. It is important to note that the responsibilities may change to meet the evolving needs of the Services that the charity provides. The specific tasks to be carried out by each individual volunteer will be agreed before the volunteer commences their voluntary duties. Volunteers also have the right to refuse unrealistic demands.

Activities:

To assist in:

Receiving Clients and Visitors

- To receive clients attending clinics and visitors at Action Cancer House.
- To indicate to our clients, where the clinic waiting area is located and visitors to the waiting area.
- To indicate clinic attendance on list provided and report any anomalies to Services Administration office.
- To provide assistance to visitors and clients as required (e.g. calling taxis, providing bus timetables etc.).
- To ensure that the reception area is kept to high standard and free from obstructions. This includes corridor area, visitor waiting area, reception desk and area. Ensure that information leaflets in these areas are available and up to date.
- To handle general queries at the front of house and to seek assistance from other departments as appropriate.
- Receive goods into Action Cancer House and inform relevant departments.

Remember you are the first person visitors see when they enter Action Cancer House. The first impression always lasts!

Customer Care Expectations:

- Smile and be helpful to every client and visitor
- Be approachable
- Be confident in your role
- Have a yes attitude and always be well presented
- Volunteers are expected at all times to provide the appropriate service and to treat those with whom they come into contact with in a courteous and respectful manner

Telephone Reception

- Receive incoming telephone calls into Action Cancer House as per Action Cancer procedure, and transfer to appropriate person if available. To take messages as per agreed Action Cancer procedure.
- To sign-post people seeking more detailed information about cancer and local services, as appropriate.
- Maintain an up-to-date telephone directory for Action Cancer House.

Data Handling

- Follow all procedures to record incoming mail and distribute as required.
- Maintaining databases as detailed outlined in the procedures manual.

Other Responsibilities

- ❑ To assist the Services Administration Team as and when required.
- ❑ To undertake any training deemed relevant to the role.
- ❑ At all times to respect the confidentiality and dignity of our patients and clients.
- ❑ To maintain positive relationships and communication with other departments within Action Cancer.
- ❑ To ensure the ongoing confidence of the public in Action Cancer, volunteers must ensure they maintain the high standards of personal accountability.

Health and Safety

- ❑ To carry out duties in accordance with Action Cancer's Health and Safety Policy and relevant Health and Safety Legislation

Experience and Skills Required

- ❑ A friendly demeanour
- ❑ Ability to demonstrate strong interpersonal skills
- ❑ Excellent oral and written communication skills
- ❑ Experience with computers e.g. Microsoft office products
- ❑ Experience of working within a team.
- ❑ Experience of working within a healthcare or childcare environment would be desirable (e.g. hospital, health centre, school, after school/youth clubs etc)

- ❑ Ability and willingness to carry out volunteering duties as part of a team
- ❑ Willing to take up training as required
- ❑ Willing to abide by Action Cancer's policies and procedures

EQUAL OPPORTUNITIES

Action Cancer care is very special and its belief that the dignity of people must be maintained is vital to all working relationships. It is just as important in each Action Cancer Department as it is in Action Cancer itself.

It means:-

- Treating people fairly and consistently
- Being open-minded and not generalising because of one bad experience
- Making positive approaches to all parts of the community
- Accepting the differences between people
- Not making assumptions such as 'young people are not reliable' or 'only a man could do that'
- Tailoring the volunteering role to meet the needs of the volunteer based upon their skill and ability level

It comes into every aspect of your role and particularly in relationships between Reception volunteers and staff.

Staff will treat volunteers equally, if during the first meeting stage a volunteer highlights to the Services Administration Manager that they have a physical/mental health condition that may prevent them from carrying out certain activities the roles can be adapted to suit the needs of the volunteer or if a volunteer needs to maintain a routine within their volunteering role.

Action Cancer does not discriminate on grounds of age, gender, ethnic origin, religion, political opinion, sexuality, family commitments, educational level, disability, health issues or marital status.

Key Information

Settling in Period

All new volunteers will have a settling in period of one month. At this time you will evaluate and discuss your progress, what you have learned, how you feel about being a volunteer, your attendance, reliability and training. At this time both you and Action Cancer can review your position and if mutually suitable you are accepted as a fully-fledged volunteer.

Training

Knowing your role and all the activities is one of the best ways to feel part of the team and confident in your volunteering role. You will receive full training on all activities that you will carry out as part of your volunteering role to make sure you feel confident in the areas.

Support

It is important that you do not keep problems to yourself. If the problem is Action Cancer related or even if it is personal, or especially if the volunteering you are doing is raising issues and difficulties in your own life, please **DO** ask for help from any member of the Services Administration team.

Reliability

It is very important that all volunteers come in for the times that they have agreed to volunteer. **Remember, we depend on you once you have given a commitment.** In the event that you are unable to come at your agreed volunteering time, please let the Service Administration Manager know **as soon as you are able to.** This allows us to find an emergency replacement. Continual time off may result in a review of a volunteer's role.

Confidentiality

Confidentiality is fundamental to our ongoing work in Action Cancer and it is so vital that any volunteer who breaches the confidentiality of Action Cancer will be required to leave.

Action Cancer's Ambassador

In many respects volunteers act as an ambassador for Action Cancer, this means that all volunteers should treat members of the public with respect and in a professional manner as they are representing the charity. Action Cancer volunteers are not permitted to speak to the media about Action Cancer without agreed permission.

Expenses

If you drive to and from the Action Cancer House, or if you use public transport to get there and back home again then Action Cancer will reimburse any reasonable costs incurred. Travelling expenses claim forms can be obtained from the Service Administration Manager. If you are claiming mileage your insurance must cover you for business insurance.