

Volunteer role description

This is an outline of what your role will involve – you will have the opportunity to discuss this in more detail at your recruitment meeting.

Role Title	
Marie Curie Helper Volunteer	
Location	How often
Community based – often in the home of the person you are supporting	Approximately three hours per week
How long	Minimum age
We ask for a commitment of at least 12 months	18 years
Disclosure checks	Is driving essential for the role?
Yes	An advantage, especially in rural areas

Why we need your help

The Marie Curie Helper service is provided by trained volunteers who offer one-to-one companionship and support to people with a terminal illness and their families. The service would not be able to reach those most in need if it was not for the commitment and hard work of the volunteers delivering the service.

Helper volunteers provide companionship and emotional support, practical support, short breaks for carers and help with signposting for information and support.

What we need you to do

Your role will include some of, but is not restricted to, the following tasks:

- Complete all initial mandatory Helper volunteer training, as well as any refresher training whilst you are a Marie Curie volunteer
- Carry out weekly visits with the person(s) you're supporting, as agreed with the Volunteer Co-ordinator. This could be in a variety of settings, for example in a family's home, in a care home or out in the community.
- Provide one-to-one companionship and support. For example:
 - Offering a listening ear and spending time engaging in every day conversation, activities or hobbies with the person you are supporting
 - Accompanying them to an appointment or a social group, or taking short trips out
 - Helping with small, daily tasks, e.g. making tea or accessing the internet
 - Allowing carers to have a short break
 - Signposting to relevant local support services or finding out information as requested

(This list is only an outline as support will vary according to the needs of those using the service. Helper volunteers do not provide nursing or personal care, or offer counselling or advice)

- Driving clients to pre-arranged health or social care (eg to chemotherapy appointments or day therapy at the hospice)
- Follow all mandatory procedures that form part of the Helper service. Examples include submitting written report forms, identifying and briefing a lone worker Buddy, and following procedures for lone worker safety.
- Keep your manager informed of any changes to the situation, or any significant happenings in connection to the person you're supporting and/or their family, either in person or by phone
- Be reliable and committed to regularly spending time with someone and offering support
- Attend group events and training sessions for Marie Curie Helper volunteers
- Attend individual sessions with your Volunteer Co-ordinator as required
- Represent the Marie Curie Helper service positively to those using the service

What skills or experience do you need?

- Commitment and reliability - able to keep appointments and volunteer for approximately 3 hours a week
- Patience, empathy and emotional stability
- An understanding of the importance of confidentiality
- Willing to be flexible to the needs of the individual
- Ability to operate within the boundaries of the role
- A friendly and sensitive approach
- Excellent listening skills and an ability to build a rapport with others
- Respect for individuals, regardless of their race, gender, culture, religion, disability, sexual orientation and marital status

What we can offer you:

- An excellent opportunity to gain experience in a charity environment
- An induction, initial and ongoing training, support and supervision in your role
- Agreed reasonable out-of-pocket expenses

What we ask of you:

- To provide two references from non-family members and other relevant documents related to the role – this role will require a disclosure check
- To provide the details of one or more lone worker Buddies in line with our lone working procedure
- To keep to all the charity's policies and guidelines
- To complete an induction and any training related to the role

Marie Curie is committed to safeguarding and promoting the welfare of patients and their families and expects all staff and volunteers to share this commitment. Marie Curie will treat all volunteers fairly and with respect. We will not discriminate on the basis of disability, ethnicity, marital status, pregnancy or maternity, sex (i.e. gender), sexual orientation, religion or faith, or gender reassignment. We will not discriminate on the basis of age, unless the responsibilities of a role require us to do so in order to safeguard our volunteers and/or service users.

For more information or if you have any questions regarding this volunteer role, please contact the Volunteer Operations Centre on volunteering@mariecurie.org.uk or on **0800 304 7032**.