

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 – Lead Volunteer	
Location	How often
Community and office	Typically 12 hours a month
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.

To enable us to reach more people who would benefit from our support we need help to;

- Raise awareness and knowledge of the Helper service
- Ensure that people who are referred to the Helper service are appropriately assessed
- Increase our number of trained Helper volunteers and ensure they are well supported in their role.

With support from their Volunteer Coordinator a Lead Volunteer will play an important part in supporting the Helper service to reach more people within their own local community.



Care and support
through terminal illness

What we need you to do

Your role will mainly be based in your local community and may include some of, but is not restricted to, the following typical tasks:

- Visit terminally ill people and/or their carers either in their own home, nursing or residential care to identify their needs and determine if the Marie Curie Helper service would be appropriate for them.
- Provide cover for Helper volunteers, offering companionship and emotional support, practical support, short breaks for carers and help with signposting for information and support.
- 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.
- Provide cover as a lone worker Buddy to support Helper volunteers, as needed
- Keeping up to date with Helper service guidance and best practice
- Identifying potential needs for the Helper service
- Liaising with existing and potential referrers to the Helper service
- Liaising with clients and their families via telephone
- Promoting the Helper volunteer role including (with training/approval) media activity
- Helping with the recruitment of new volunteers, including interviews and selection
- Supporting volunteers in training, offering 1:1 support and facilitating peer support groups
- Organising social events and engagement activities for volunteers
- Keeping accurate records
- Liaising regularly with the Volunteer Coordinator and other team members
- Reporting concerns and celebrating compliments and successes
- Assisting with evaluations of the Helper service
- Demonstrating Marie Curie values; always compassionate, making things happen, leading in our field, people at our heart
- Helping with other related tasks when necessary

What skills or experience do you need?

- Good organisational skills
- Commitment, reliability and a willingness to be flexible within the boundaries of the role
- Strong written and verbal communication skills, public speaking skills and listening skills
- IT skills and internet access (a Marie Curie email address is provided)
- A friendly and sensitive approach with strong skills around building rapport and empathy.
- Confidentiality and respect for an individual's privacy, dignity and independence
- Self-awareness, emotional stability and a mature perspective on life and death
- A confident approach to collecting personal information and assessing individual circumstances

What we can offer you:

- An excellent opportunity to build on your skills in a charity environment
- An induction, 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
- 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**.