

## Information Support Volunteer Role Description & Terms and Conditions

### ROLE DESCRIPTION

<b>Job Title</b>	Information Support Volunteer
<b>Reporting Relationship</b>	The Volunteer reports directly to Centre Managers
<b>Purpose of the Post</b>	Volunteers provide valuable support to clients, ensuring a warm welcome and provide a confidential listening ear to all who come into ARC. Our clients contact us by dropping in to one of our local centres in Dublin 4, 7 or 8 or by contacting us by phone and e-mail
<b>Roles and Duties</b>	<p><i>The core role and duties of ARC volunteers include:</i></p> <p><b>Centre Building</b></p> <ul style="list-style-type: none"> <li>• Support the running of the centre by checking rooms are set-up for scheduled appointments and groups.</li> <li>• Ensure booked therapy and group rooms are stocked with water, glasses, tissues and are clean and tidy at start of each day.</li> <li>• Keep the drop in well maintained.</li> <li>• Check all visitors in and out for Fire Safety into ARC House attendance diary.</li> <li>• Support end of day tidy and restock of rooms.</li> </ul> <p><b>Drop In, Phone and/or E-mail</b></p> <ul style="list-style-type: none"> <li>• Meet and greet clients at the front door while welcoming them to the centre, offer and serve refreshments</li> <li>• Notify staff/therapists of their client's arrival for appointment.</li> <li>• Answer calls and/or some e-mails from clients in a warm and empathetic manner</li> <li>• Provide a listening experience to all callers and offer support through an empathetic and non-judgmental listening ear.</li> <li>• Provide information about ARC</li> <li>• Support clients to identify appropriate ARC supports for their services.</li> </ul>

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	<p><b>Outreach</b> <i>(from time to time)</i></p> <ul style="list-style-type: none"> <li>• Flyer and poster drop to local and partner hospitals</li> <li>• Manning information stands at events and hospitals and other public settings</li> </ul> <p><b>Administration and Policy</b></p> <ul style="list-style-type: none"> <li>• Recording of client details and contact onto ARCs database system where appropriate.</li> <li>• Always adhere to ARC'S Confidentiality Agreement Policy.</li> <li>• Adhere to ARCs policies and procedures</li> <li>• Assist staff, therapists and other volunteers as required.</li> </ul>
<p><b>Experience</b></p>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• No experience required, training and support will be provided</li> </ul> <p><b>Personal Experience with Cancer</b></p> <ul style="list-style-type: none"> <li>• We welcome applications from volunteers who have previous experience with cancer. Please see our health and wellbeing guidelines below.</li> </ul>
<p><b>Personal Qualities, Skills and Knowledge</b></p>	<p><b>Personal Qualities</b></p> <ul style="list-style-type: none"> <li>• A warm and empathic manner is essential to the volunteer role.</li> <li>• A calm manner</li> <li>• Good listening skills</li> <li>• Able to show compassion while providing support to clients.</li> <li>• A friendly, caring and understanding attitude</li> <li>• Ability to maintain a non-judgemental, confidential approach.</li> </ul> <p><b>Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Good level of conversational English</li> <li>• Comfortable with a phone system and/or</li> <li>• Comfortable using e-mail</li> <li>• Comfortable using a client database and updating entries (training and support will be provided)</li> <li>• All training and support will be provided</li> </ul> <p>Some knowledge of the challenges associated with cancer is desirable but not essential.</p>

### TERMS & CONDITIONS OF VOLUNTEERING

<b>Commitment</b>	One year commitment
<b>Working Week</b>	ARC Information Support service is open from 9:45 – 4:00 Monday to Thursday and 10 – 2 on Fridays Open to individual discussion on availability.
<b>Locations</b>	65 Eccles Street and 557/9 South Circular Road
<b>Training</b>	ARC provide all necessary training and support to volunteers
<b>Requirements</b>	All volunteers and staff who work directly with ARC clients are required to undertake <ul style="list-style-type: none"> <li>• Garda Vetting</li> <li>• Children First Training and</li> <li>• Safeguarding Adults at Risk of Abuse Training</li> </ul> You will be supported in the above by ARC centre team.
<b>Personal Wellbeing</b>	If you are applying to ARC as a volunteer and have been affected by cancer, we ask that <ul style="list-style-type: none"> <li>• You are four years or more post treatment.</li> <li>• And if you have used ARC services, you are one year or more from last contact with ARC</li> <li>• Or you are one year or more post bereavement of a loved one from cancer</li> </ul>