**SUPPORT VOLUNTEER ROLE**

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| **Supported By** | The Volunteer is supported by local Centre Manager |
| **About the Role** | Our volunteers welcome our clients, chat with them, provide information on ARC and support clients to sign up to ARC services. |
| **What our Volunteers Do** | ***Centre Building***   * Ensure therapy and group rooms are stocked with water, glasses, tissues and are clean and tidy at start of each day. * Keep the Drop in area warm, welcoming and well maintained. * Check visitors in and out * Support end of day tidy and restock of rooms.   ***Drop In, Phone and/or E-mail***   * Meet and greet clients, welcoming them to the centre * Answer phone calls and/or some e-mails from clients in a warm and empathetic manner * Listening to all clients in an empathetic and non-judgmental way * Provide information about ARC * Support clients to sign up to ARC supports   ***Outreach*** *(from time to time)*   * Flyer and poster drop to local and partner hospitals * Manning information stands at events and hospitals and other public settings   ***Little bit of administration and policy***   * Recording of client details and contact onto ARCs database system where appropriate. * Always adhere to ARC’s policies and procedures |
| **Experience** | No experience required, all training and ongoing support will be provided |
| **What we look for in our volunteers** | Our volunteers are the heart of ARC. They are friendly, warm and empathic people with good listening skills. They love talking and supporting ARC clients in person, by phone and/or over e-mail. Conversational English is necessary and if you speak a second language, that’s a bonus!  A little bit of experience (personal or professional) in and being comfortable with using computers is useful as we manage client information through a database and volunteers update this from time to time.  Some knowledge and understanding of cancer and its impact on people’s life is desirable but not essential. |

**VOLUNTEER COMMITMENT**

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| **Commitment** | One volunteer shift per week for up to one year, Open to individual discussion on availability. |
| **ARC Centre Hours** | ARC centres provide support Monday to Friday, 9am to 5pm and we seek volunteer support from 9:30am to 4:30pm.  We are also reintroducing a late-night opening in our centre and need volunteer support  South Circular Road – Tuesday to 8pm  Herbert Avenue – Wednesday to 8pm  Eccles Street – Thursday to 8pm |
| **Locations** | 65 Eccles Street, Dublin 7  Lowell House, 23 Herbert Avenue, Dublin 4  557/9 South Circular Road, Dublin 8 |
| **Training and Support** | ARC provide all necessary induction training to volunteers.  We also provide monthly support meetings as well as ad hoc information talks and opportunities for additional training. |
| **Garda Vetting** | Garda Vetting is required for this role and ARC will support and manage this process with you |
| **Supporting You to Support Others** | If you are applying to ARC as a volunteer and have been affected by cancer, we ask that   * You are four years or more post treatment * And if you have used ARC services, you are one year or more from last contact with ARC * Or you are one year or more post bereavement of a loved one from cancer |