

## **VOLUNTEER MEETER GREETER - ROLE DESCRIPTION:**

### **CHARITY OVERVIEW**

At My Cancer My Choices, we're dedicated to enabling and empowering people with cancer by providing complementary therapies to relieve the side effects of cancer and its treatment. By joining our award-winning team, you become an integral part of this mission, contributing directly to the positive impact and enhanced wellbeing that our complementary therapies provide to those living with cancer, while also developing your knowledge and skills in a supportive environment.

### **ROLE**

Volunteer Meeter Greeter

### **LOCATION & HOURS**

- MCMC HQ, Charvil
- Commitment of 3.5 hours in the morning (9:30-13:00) or afternoon (13:00-16:30)

### **ABOUT THE ROLE**

As a Meeter Greeter you will be the first person that our clients meet. This may be by telephone or in person. We believe that our volunteers are the face of MCMC and we want you to have a positive, warm, friendly experience volunteering for MCMC. As a small team it is important that all our volunteers feel included in the success of the charity and the wellbeing and support of all our clients.

- To register new patients and take sensitive medical data and provide them with information regarding the therapies.
- Ensuring confidentiality of all our clients and potential clients.
- To provide a friendly welcome to patients making them tea/coffee and answering any questions when they come in for treatments/courses.
- To re-booking patients and handle cancellations both in person and over the phone.
- To Keep patient and appointment details up to date in the Charity database.
- To signpost people to other services when needed.
- To assist with administrative tasks to help the operation run smoothly.
- To undertake specified mandatory training as a volunteer within an NHS setting.
- Volunteer within the policies and procedures of My Cancer My Choices

### **WHAT WE LOOK FOR**

If you can communicate with people from all walks of life in a warm and empathetic way, can work as part of a team, be dependable, self-motivated, conscientious, and resilient; if you can maintain client confidentiality and have basic IT skills then you will find working for MCMC very rewarding.

We would like people with previous administrative experience. An understanding of different complementary therapies and experience of people with cancer would be an advantage but these are not essential as we will provide full training and on-going support.

*Our volunteers must be legally eligible to volunteer in the UK and pass our screening process, which may include DBS and occupational health checks.*

## **WHAT WE OFFER YOU**

Mandatory training will be provided by the RBH; some sessions are booklets to be completed in your own time and others are training modules you will need to attend at the RBH in Reading. You will also receive a training session on the patient pathway online.

Any other necessary induction training will be provided by My Cancer My Choices.

## **EQUAL OPPORTUNITY STATEMENT**

My Cancer My Choices aims to treat all volunteers and applicants fairly and equally. My Cancer My Choices is committed to creating a safe, diverse environment. All qualified applicants will receive consideration for volunteer opportunities without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, marital or veteran status. We welcome applications from all individuals, including those with disabilities and those with diverse backgrounds, cultures, and experiences.

## **APPLICATION INSTRUCTIONS & CONTACT INFORMATION**

If you would like to apply, request any adjustments when applying, or require further information, please contact us at [bookings@mycancermychoices.org](mailto:bookings@mycancermychoices.org). For applications, please send through a short cover letter (maximum 2 pages) together with your CV.