

Volunteer Welcomer

Our mission is to provide information and support for anyone affected by cancer, offering practical ways of enhancing physical, psychological and emotional wellbeing.

Welcomers are crucially important in being the first people visitors meet on coming to The Mulberry Centre (TMC). You will be responsible for welcoming visitors to TMC, offering refreshments and ensuring their visit to the Centre is always a warm and positive experience. This is an ideal role for warm, friendly people with excellent communication and listening skills who enjoy being in a dynamic and varied environment.

Time commitment: One morning, afternoon or evening shift per week for 3 hours.

Main Duties

- Welcoming visitors to the Centre.
- Offering refreshments to those using the facility.
- Assisting with the housekeeping and tidiness of the welcome area.
- Assisting new service users with completing a registration form.
- To become familiar with the contents of the library in order to assist visitors in finding information.
- Keeping visitors company, but only if requested to do so by the visitor.
- Informing the appropriate staff member of arrival of each new visitor to TMC.
- Maintaining an awareness of personal space, respecting the privacy of each visitor and ensuring confidentiality at all times.
- Any other duties deemed appropriate for the team.
- Adhering to all TMC policies.

Volunteer Specification

- Must possess excellent communication skills – especially listening skills.
- Must be able to listen without giving any personal views/opinions nor discuss or ‘self-disclose’ any personal information about themselves or others.
- Must be flexible in responding to visitors’ and staff needs and be able to work as part of a team.
- Must be able to carry out tasks as requested.
- Must be able to take accurate messages.
- Must be open-minded and non-judgmental about the choices made by visitors to TMC.
- Must be sensitive and able to cope with a wide range of emotions expressed by visitors.
- Must not have been bereaved or had personal experience of cancer either themselves or a close family member within the preceding two years.

Support and Training

- All welcomers must undergo an induction with the Volunteer Lead and attend welcomer meetings where possible. Attending training sessions is also a required part of the role.
- All welcomers will have an initial 3 monthly, then annual review.
- Public transport expenses are paid or mileage up to a limit of 30 miles per day, currently at 45p per mile. Parking is limited and cannot be guaranteed.

Further information: - Email: volunteer@themulberrycentre.co.uk

Responsible to: Volunteer Lead