

## 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.

The Mulberry Centre is an award-winning charity which relies heavily on donations from individuals and organisations to support people through their cancer journey from diagnosis, through treatment and then post-discharge. We help them to start rebuilding their lives and promote self-management. We also support carers and family members to deal with these changes and bereaved relatives. We do this by providing counselling, complementary therapies, wellbeing classes, and supporting information, tailored to the needs of our users at, and around, our purpose-built centre in Isleworth. Our services are free of charge, but donations are always welcome.

**Welcomers are crucially important in being the first people visitors meet on coming to The Mulberry Centre. You will be responsible for welcoming visitors to the Centre, the checking in process, offering refreshments, helping them to find information about our services and ensuring their visit to the Centre is always a warm and positive experience. Welcomers also assist with housekeeping duties, basic admin tasks, helping clients with their evaluation surveys and making donations, and other day to day tasks which support the smooth running of the organization. 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. Morning shift is 10am – 1pm, afternoon shift is 1pm – 4pm. We are not currently open regularly of a weekday evening, however, when we do so we open one weekday evening until 7pm.

### Main Duties

- Welcoming visitors to the Centre.
- Offering refreshments to those using the facility.
- Assisting with the housekeeping duties and the tidiness of the welcome area and other areas of the building.
- Assisting new service users with completing a registration form.
- Assisting service users to complete online evaluation forms or make donations.
- To become familiar with the contents of the website and 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 the Centre.
- 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 policies and procedures.

### Volunteer Specification

- Excellent communication skills – especially listening skills and ability to be empathetic.
- Ability to listen without giving any personal views/opinions nor discuss or ‘self-disclose’ any personal information about themselves or others.
- Flexible in responding to visitors’ and staff needs and be able to work as part of a team.
- Ability to learn and carry out a variety of tasks, however small, as requested.
- Ability to take accurate messages.



for anyone  
affected by cancer

## The Mulberry Centre

- Good time keeping.
- Ability to volunteer as part of a team.
- Open-minded and non-judgmental about the choices made by visitors to the Centre.
- 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

- You will be provided with an induction covering the objective of the role, the work of The Mulberry Centre, and its procedures and policies relevant for your volunteering role.
- We will do our best to assist your volunteering role with us. This will include evaluation sessions and keeping you updated with all the relevant information on what support The Mulberry Centre offers.
- There will be an initial 3 months, then annual review with your Lead. Attendance at regular team meetings is encouraged.
- Expenses are reimbursed for travel incurred to carry out your volunteering duties. The reimbursement of any other 'out of pocket' expenses is subject to prior approval by your Lead.

### Next Steps

- All applicants will be asked to complete a Volunteer Application Form and confidentiality agreement and provide two referees.
- Candidates with the appropriate experience/skills for the role for which they have applied will be interviewed by the Lead associated to the role.
- References will be taken up on successful candidates.
- All new volunteers will be given role specific induction/training by their Lead, who will provide general induction to the Centre, the general handbook and relevant information pertaining to policies and procedures, and will be asked to sign the Volunteer Agreement, confirming their commitment to the Centre.
- Subject to satisfactory references, and completion of professional documentation an individual may start volunteering and a review will be carried out by their Lead after three months.

**Further information:** - Email: [volunteer@themulberrycentre.co.uk](mailto:volunteer@themulberrycentre.co.uk)

**Responsible to:** Mulberry Macmillan Volunteer Lead