

## Community Outreach Volunteer (Community Based)

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.

**This role aims to support The Mulberry Centre by raising awareness of the Centre and its services by running an information stand at an agreed local community venue, giving out leaflets, engaging with the public and signposting new clients to premises. We are looking for a minimum commitment of at least a half day, morning or afternoon, each week for at least 6 months.**

**Time Commitment –Minimum of half a day per week, not weekends.**

### Main Duties

- Representing The Mulberry Centre at the assigned information stand at an agreed community location (civic centre, community centre or similar) in Hounslow, Richmond, or Ealing.
- Engaging with the public and handing out our information leaflets to raise awareness of our services.
- Recording the times which you attend and the number of members of the public engaged with.
- Responding to questions about our services and passing any unanswered queries back to The Mulberry Centre together with contact details.
- Recording details and feedback on any organisations engaged with which may value presentations and workshops.
- Requesting/collecting replacement literature where needed, replenishing, and keeping the stand updated and looking tidy, attractive, and current.
- Signposting potential new clients to our premises.
- Any other suitable related tasks and duties that maybe set by the Lead.

### Volunteer Specification

- Ability to acquire knowledge of what The Mulberry Centre offers to people affected by cancer, including keeping up to date with our monthly programme as advertised on our website .
- Confident engaging empathetically with the public.
- Good communication skills.
- Ability to work unsupervised and refer enquiries/questions back to The Mulberry Centre as necessary.
- The ability to record your activity and provide written evidence of what you have done.

### 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.
- 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 and the Mulberry Macmillan Volunteer Lead 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 documentation an individual may start volunteering and a review will be carried out by their Lead after three months.
- Short-term volunteers providing support on an ad-hoc basis are not required to go through all the recruitment procedures unless they start volunteering on a more regular basis or their hours increase beyond 5 hours a month.

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

**Responsible to:** Community Engagement Lead