

# Cancer Council Tasmania

## Volunteer Position Description

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<b>Position Title:</b>	Support Centre Volunteer
<b>Department:</b>	Cancer Support Services
<b>Location:</b>	Sandy Bay Cancer Support Centre
<b>Status - Hours of Work:</b>	Volunteer – Half/ Full days, Casual as needed
<b>Reports to:</b>	Southern Cancer Support Staff
<b>Late Review Date:</b>	Dec 2017

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### *Key Purpose of the Volunteer Role*

This role is to provide a welcoming presence to all visitors to the Sandy Bay Centre and to assist Support Staff in the provision of support and retail services.

### *Our Organisation*

CCT is a charity working to minimise the incidence and impact of cancer on all Tasmanians through advocacy, raising awareness of cancer prevention and offering support and information for anyone affected by the disease.

CCT's vision is for a cancer free future. Our mission is to minimise the incidence and impact of cancer on all Tasmanians. The values underpinning our work are; *generosity, integrity, collaboration, courage and innovation.*

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### *Volunteer Role Responsibilities*

- Work directly with the on duty Cancer Support Coordinator (Centre) & Operations Officer (Shop)
- Welcome members of the public who visit Cancer Council Tasmania's Sandy Bay Support Centre
- Supportively deal with public enquiries and refer them to appropriate staff members as required
- Assist members of the public with their purchases and retail enquiries

- Maintain Support Centre supplies including but not limited to information resources, retail stocks, kitchen supplies, complementary therapy resources and wig supplies
  - Open/close till operations at start/finish of day, reconciling sales, cash and EFTPOS
  - Ensure that the Support Centre is kept neat, clean and tidy at all times
  - Help create an atmosphere that is conducive to providing support to Tasmanians impacted by cancer
  - Assist with other CCT activities, support programs and events when possible and/or when required by Southern CCT staff
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### *Position Requirements*

- Adhere to and maintain strict confidentiality requirements at all times
  - Reliability, loyalty and commitment to Cancer Council Tasmania
  - Sensitivity to the ethos of a Cancer Support Centre including respect for noise levels
  - Take direction from CCT staff and work within CCT guidelines
  - Willingness to undertake induction, training and attend periodic meetings as required
  - All CCT volunteers are required to undertake a Police Check
  - A person with a personal cancer experience such as diagnosis or bereavement should be a minimum of two years past their acute experience
  - Current Working with Vulnerable People Card preferred
  - Non-smoker preferred
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### *Selection Criteria*

The selection criteria outline the skills, experience and behaviours that are necessary to successfully carry out the voluntary role.

1. Well developed interpersonal and oral communication skills including the ability to listen and provide relevant retail product advice
2. A strong desire to assist members of the public with any enquiry relating to CCT
3. Professional presentation in manner and attire, neat and tidy
4. Experienced in retail work or the ability to learn
5. Accept and endorse the values of CCT; demonstrated ability to uphold the values of CCT through their own behavior and make a positive contribution to team and workplace culture and practice.