



**Rotherham  
& District**

## **Volunteer Cancer Advocate**

Citizens Advice Rotherham and District work in partnership with Macmillan Cancer Support and funded by Rotherham CCG to improve the quality of life of people living with and beyond cancer in Rotherham. Volunteer Advocates provide one to one support to people affected by cancer when they need it. The service has been operating since 2018 and has successfully supported thousands of people with cancer, improving their quality of life.



### **Valuing inclusion**

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBTQIA+, and people from Black Asian Minority Ethnic (BAME) communities.



### **Role purpose:**

We are seeking volunteers to provide high quality information and advocacy support to clients through an outbound telephone service to provide one to one support to people affected by cancer. Relevant training in areas needed will be given to the volunteers who can demonstrate a passion for making a difference and the necessary research, customer service, digital and written skills required for this role.



### **What we ask of you:**

To volunteer 1 or 2 days per week Mon- Fri 9am-5pm for at least 12 months. We do have some non advice giving roles where you can volunteer 1 day per week - please ask for more details if this is of interest to you.



## What you'll do:

- **Advocates empower and enable people living with and beyond cancer to:**
  - Express their views
  - Ask for clients for what they want and need
  - Obtain services they're entitled to
  - Stand up for client interests
  - Safeguard their entitlements
- **Advocates help people to be in control of their own lives and support them to make decisions by:**
  - Listening and understanding
  - Finding information and explaining it
  - Looking into practical support options
  - Helping people to make choices
  - By speaking alongside them
- **This could include:**
  - Helping people to sort out the questions they want to ask their doctor
  - Finding out which agencies can help someone manage at home
  - Helping people get more information about their treatment
  - Helping people to access the benefits and services they are entitled to
  - Getting support for carers and family
  - Signposting clients to other local services to improve their health & wellbeing/quality of life



## We need you to:

- Have excellent communication skills.
- Be a good listener.
- Be open, approachable and non-judgemental.
- Be able to find, understand and relay complex information.
- Have good computer skills.
- Have good written English.
- To enjoy helping people and working as part of a team.
- Maintain and build your own advocacy competence, through completing advocate training

## What will you get out of it?

- As a volunteer you'll receive a full induction and training, as well as support and supervision throughout your time volunteering with us, and opportunities for development.
- We will support you with any IT needs in order for you to volunteer remotely from home.
- By volunteering with Citizens Advice Rotherham you will make a real difference to

people's lives and have a positive impact on your community.

- You will learn about the issues that affect our clients lives, including benefits, debt, family, housing and immigration. (No prior experience is needed in these areas as you'll receive full training.)
- Build on valuable skills such as communication and problem solving.
- Speak to new people from a range of backgrounds.
- Although all of our teams are predominantly home based we offer an inclusive and engaging working environment, with daily Zoom team briefings with all staff and volunteers across the service.
- We hold a monthly staff and volunteer meeting.
- We believe that the invaluable work we do comes from looking after our staff and volunteers so that they in turn have the energy and passion to do the best possible job for our clients.
- You will join a service committed to its values of being Generous, Responsible and Innovative, with a commitment to making a difference to the lives of our community.
- Our volunteer roles are rewarding and our volunteers benefit from their experience of working with us whether it is to meet new people, help people with the problems they face, make a difference to people's lives or gain new skills.
- References can be provided post 12 months.



## **Interested?**

Find out more on our website:

<http://www.citizensadvicerotherham.org.uk/volunteering/>

Or email:

[volunteer@citizensadvicerotherham.org.uk](mailto:volunteer@citizensadvicerotherham.org.uk)