



Role/Task Description

Title:	Meet and Greeter
Accountable To:	Volunteer Coordinator
Salary:	Voluntary
Location:	Calman Cancer Support Centre Centre, 75 Shelley Road, Glasgow, G12 0ZE
Hours:	Various hours available, ideally 3 hours per week

About Cancer Support Scotland:

Founded by Sir Kenneth Calman in 1980, Cancer Support Scotland is a Scottish Charity dedicated to supporting people affected by cancer. Cancer Support Scotland is based in the grounds of Gartnavel Hospital, Glasgow, near The Beatson Cancer Centre.

We specialise in Counselling, Complementary Therapy, Podiatry, Stress management, support groups as well as information and support in Glasgow, Renfrewshire and Argyll and Bute.

Cancer Support Scotland, formerly known as "Tak Tent", is helping an increasing number of people live with cancer. In the last year we have been able to offer different services and more appointments and demand for our services is rising. All our services are free of charge and we rely on donations and legacies to fund our work supporting people at this critical time.

As the charity was originally started as a support group and at the centre pride ourselves in offering a drop in centre for anyone affected by cancer, information and support as well as free tea, coffee, cakes and WI-FI.

Cancer Support Scotland Mission Statement:

Cancer Support Scotland is here to provide emotional and practical support on a one-to-one basis and through community based support groups to anyone affected by cancer including family and carers.

We aim to:

- Promote the best care to cancer patients, their families and the staff and volunteers involved professionally in providing the practical and emotional support.
- Expand and improve its support services both locally and throughout Scotland, including further development of the support provided to young children and their families.
- Improve the quality and continuity of the services.
- Improve the quality and frequency of education and training provided to staff and volunteers to ensure that the best possible support is available to all.
- Signpost those whom we cannot support to organisations which can help and support them.

Why a meeter and greeter is required:

The Meet and Greeter volunteer will be responsible for welcoming people to our Calman Cancer Support Centre based in the grounds of Gartnavel. There is also the option to carry out administrative tasks or cover the reception. The aim of this post is to deliver high quality information to people affected by cancer, their family and their carers.

Main Tasks and Responsibilities:

- Welcome people with a friendly face to the Calman Cancer Support Centre
- Show people around the centre and provide information on other services available
- Provide support to people who may be emotional or in need of someone to talk to
- Tell people a little about the history of the building (Full training, Induction and support given)
- Explain about the type of services that Cancer Support Scotland offer i.e. Counselling, Complementary, Stress Management, Podiatry and Support Groups
- Sign post people who are interested in fundraising and volunteering opportunities
- Attend Meet & Greeter sub group meetings and contribute ideas/suggestions as valued member of team
- Assist with promotion of events held within centre
- Keep kitchen area tidy, replace tea/coffee resources and water plants etc
- The option to carry out administrative task when the centre is quiet
- To operate within the equal opportunities policy framework and implement the policy within this area of work and adhere to the policies set out by the organisation, i.e. Health and Safety policy
- To attend Induction training and others when required.

Expenses:

- Full expenses paid to and from the centre. Bus and train tickets fully imbusred (keeping all receipts) and 25p per mile is paid if using car

Parking:

- Small car park available which can be very busy at times and we try to kept for the service users only

Attributes:

- Warm and friendly manner
- Confident and able to multi-task
- Good oral and written communication skills
- Able to be flexible when the centre is quiet