

Vision

A cancer free future.

Statement of purpose

We are Australia's leading cancer charity uniting the community to reduce the impact of cancer.

Position description and person specification

Position title:	External Cancer Information Centre Volunteer	
Unit:	Information and Support	
Department:	Support, Research and Education	
Location:	Royal Adelaide Hospital, Adelaide	
Reporting to:	Community Information Officer	
Last updated:	March 2021	By whom: Community Information Officer

Cancer Council SA

- has worked resolutely since 1928 to deliver cancer research, prevention, and support services.
- is the state's leading independent, cancer-related, non-government organisation, dedicated to reducing the impact of cancer for all South Australians
- invests in three main strategic objectives: research, prevention and support
- is uniquely positioned as a resource for action and a voice for change towards a cancer free future
- is committed to The National Principles of Volunteer Involvement and Management
- maintains a non-smoking workplace and provides assistance with quitting
- requires employees and volunteers to promote cancer-preventing healthy lifestyle practices and behaviours, as outlined in organisational policies.

Our core values are represented by 16 value statements that encapsulate 16 behaviours—they are grouped into four headline attitudes:



Role Description and community outcomes

Cancer Council SA recognises that cancer can be overwhelming but finding the right information and support can often make a world of difference. This support can come in many shapes and forms, including through a Cancer Council SA Cancer Information Centre.

Cancer Council SA partners with three metropolitan hospitals to deliver Cancer Information Centres that connect visitors to information, through the support of caring volunteers who guide them to available information and support services.

The Centre's volunteers direct people to the information they need in a timely manner and with ease, at the same time as seeing their doctor, having their treatment, or perhaps having a follow up scan. It is often at these times that questions are raised, and we have the answers.

Hours and location of this position

Days agreed on ongoing roster; hours are 10am to 2pm.

Based in the Cancer Information Centre, near the Cancer Day Treatment Centre at the Royal Adelaide Hospital, Port Road, Adelaide.

Broad role requirements

- Greet visitors to the centre and maintain a comfortable and welcoming environment.
- Provide guidance to information about Cancer Council SA resources and services.
- Provide information in accordance with training, being guided by the procedure manual and aware of boundaries in providing information.
- Complete required paperwork in a timely manner for accurate reporting.
- Understand boundaries of the role and practice strategies for self-care and protecting own health and safety.
- Participate in training, performance review and professional development as required to maintain volunteer status
- Restock resources as required.

Person specification (knowledge, skills and experience)

- Confidence and ability to work independently at an external location with indirect supervision.
- Empathy and understanding of people facing a major and distressing illness.
- Excellent communication skills and an ability to communicate respectfully with people from varied backgrounds.
- Ability to maintain privacy and confidentiality and use discretion.
- Ability to provide non-judgemental and open-minded support within Centre boundaries.
- Enthusiastic about working in a non-profit environment and demonstrate the ability to work as a part of a team, as well as independently.



Protect your own health and safety and that of others by:

- Complying with, and actively contributing to the development of, organisational policy and safety systems.

Orientation and training

- Online volunteer induction
- Relevant in person training with Community Information Officer
- Induction to the Royal Adelaide Hospital Volunteer Services Unit

Special conditions

- The successful applicant will be a non-smoker.
- The successful application will require a valid National Police Clearance (with more than six months of expiry).

Signatories

Incumbent

Name: _____

Signature: _____

Date: _____

Manager

Name: _____

Signature: _____

Date: _____