

Role Title	Daffodil Centre Volunteer
Overview of role	Daffodil Centres are based within hospitals around Ireland and are staffed by Irish Cancer Society nurses. Your main role as a Daffodil Centre volunteer is to welcome, assist and signpost visitors to the appropriate information and support they require. Volunteers provide a listening ear, help the visitor browse the centre's information and may accompany them to other areas within the hospital. Garda vetting is required for this role and full training is provided
Tasks involved in role	<ul style="list-style-type: none"> ▪ To welcome, assist and signpost visitors to the information they require ▪ Follow up on visitors' enquiries in an effective and courteous manner ▪ Arrange meetings with a Cancer Nurse for medical or complex queries ▪ Complete Enquirer Record Forms (ERFs) for each visitor and upload in the database ▪ Assisting the nurses with patient education programmes, promote the Daffodil Centre within the hospital by distributing leaflets and posters at designated display points within the hospital ▪ Participate in cancer awareness campaigns and relay key cancer prevention messages as outlined by the Irish Cancer Society. ▪ Accompany enquirers to cancer related areas/services within the hospital ▪ Keep the centre well maintained and compliant with health and safety protocols ▪ Assist the Cancer Nurse occasionally at external events ▪ Helping to ensure the centre is tidy and well maintained ▪ To follow the guidelines in all volunteer policies, procedures and forms
Skills and Experience Needed	<ul style="list-style-type: none"> ▪ Professional but welcoming manner ▪ Good listening and communication skills ▪ A caring, understanding and friendly attitude ▪ A team player who is flexible and trustworthy ▪ Ability to work on your own and show initiative ▪ Administrative and organisational skills ▪ To be non-judgemental and respect confidentiality
Time Commitment Needed	We ask volunteers to commit a minimum of 4 hours per week but we can be flexible on this. The Daffodil Centre opening times vary depending on the location but all centres open on weekdays only generally between 8:30am to 16:30pm (depending on location). Your volunteering times will be planned and agreed in advance with staff. All volunteers are asked to attend support and supervision meetings and continuous training during the year.
Location of Role	For this role you will be based in your preferred one of the follow locations: <ul style="list-style-type: none"> ▪ Bon Secours Hospital, Cork ▪ Cork University Hospital, Cork ▪ Beaumont Hospital, Dublin ▪ Mater Misericordiae University Hospital, Dublin ▪ St James's Hospital, Dublin ▪ St Luke's' Hospital, Rathgar, Dublin ▪ St Vincent's University Hospital, Dublin ▪ Tallaght University Hospital, Dublin

	<ul style="list-style-type: none"> ▪ Blackrock Health Hermitage Clinic, Dublin, University Hospital Galway, Galway ▪ Letterkenny University Hospital, Letterkenny ▪ University Hospital Limerick, Limerick ▪ University Hospital Waterford, Waterford
Supervision	You will receive training and ongoing support and supervision from the Cancer Nurse in the centre where you are based. They will be available to answer any queries or concerns you may have. The Society also host volunteer events throughout the year which you are welcome to attend.
Training	All volunteers will receive training on the Irish Cancer Society, cancer treatments, communication skills and your role as a Daffodil Centre volunteer as well as hospital specific training regarding hospital safety. Your training will consist of online modules and group training sessions, including an induction to the hospital and Daffodil Centre. Those who need additional support in using online tools or platforms for training will be supported.
Expenses	Certain expenses may be provided for this role. This can be discussed with your Centre Cancer Nurse.
Benefits	In this role you are given the opportunity to support those who have questions about cancer and cancer treatment. Your advice and knowledge about what services the Irish Cancer Society offers, will make a big difference to those affected by cancer. You will also enhance your interpersonal skills, since some customers may come in for just a chat or to get information from the Irish Cancer Society.
Physical requirements	There are no physical requirements for this role.
No Smoking Policy	The Irish Cancer Society operates a no smoking policy and the volunteer must not smoke or vape in or outside the hospital or while representing the society in any location
How to apply	All volunteers must complete the online application form and an interview. If successful, volunteers must complete training and all paperwork required. Applicants are asked to submit two reference checks and complete garda vetting.