



Support Volunteer Programme

Becoming a Support Volunteer in Tuam Cancer Care involves a number of stages:

1. Application & Interview Process
2. Probation Period
3. Training

1. Application & Interview Process

A Volunteer Pack including the following: Volunteer Recruiting Guidelines, Information on Volunteering with Tuam Cancer Care, a Support Volunteer Application Form, Role of the Volunteer and a covering letter are sent to all who express an interest in volunteering in the Centre. The enclosed application form should be completed and sent to the Volunteer Liaison Officer in Tuam Cancer Care.

We ask applicants who have had a cancer diagnosis or who have been bereaved through cancer to be at least two years post treatment or two years after their bereavement. Tuam Cancer Care welcomes you to apply after the required period of time.

2 The Interview Process

The interview will be conducted in line with best practice and confidentiality will be ensured at all times. The successful applicant will be notified by letter from the Coordinator and asked to call into or phone the Centre to arrange for induction and orientation of the Centre. In the event of an applicant being unsuccessful a letter to this effect will be sent to the applicant by the coordinator.

3 Induction

Induction is the process of guidance, training and learning about the work of Tuam Cancer Care. It is a time for the Trainee Support Volunteer to learn about the policies and operational procedures of Tuam Cancer Care.

All Trainee Support Volunteers are provided with induction by the Centre Coordinator before commencing their probationary period with Tuam Cancer Care. During induction Trainee Support Volunteers will be provided with an opportunity to discuss any concerns they may have. All new Trainee Support Volunteers will be given a copy of Tuam Cancer Care Centre's Support Volunteer Manual. In addition they will be asked to *read and sign* the Policy on Confidentiality. They will also be asked to read the Centre's Health & Safety Statement and sign that they agree to abide by the Centre's Health & Safety Policy.

4 Probation Period

Volunteers commencing voluntary work with Tuam Cancer Care are subject to a probationary period. The probationary period is an opportunity for the organisation and the volunteer to decide whether they are suited to each other. It allows the Support Volunteer to see if the work is what they had envisaged and also to get a feel for working in a cancer support service. In addition it allows the organisation to determine that the Trainee Support Volunteer is suited to the work and that he/she has the foundation skills that are required for the role of a Support Volunteer with Tuam Cancer Care.

The probation period consists of:

- 4 scheduled duty sessions with a member of the Volunteer Programme Committee.
- Additional sessions with other experienced Support Volunteers during the probation period.
- The probation period lasts approximately 3 months
- 2 duty sessions per month are required

The Centre Coordinator will coordinate the rostering with Trainee Support Volunteers to ensure that they are supported and rostered with experienced Support Volunteers throughout this period.

Reviews and any matters arising during the probationary period may be recorded in writing and attached to the Support Volunteers application form.

End of Probationary Period

On completion of the probation period the Trainee Support Volunteer will receive a letter informing them that they have successfully completed the probationary period and inviting them to become a Support Volunteer.

In the event of a Trainee Support Volunteer being unsuccessful, a letter to this effect will be sent to the applicant.

Training

In order to ensure that the professional standard of the Centre be maintained, initial and on-going training of Support Volunteers is considered imperative, following the successful completion of the probation period.

Attendance at Support Meetings and other Training Days is essential in order to ensure that best practice is achieved at Tuam Cancer Care.

Tuam Cancer Care is committed to providing a high standard of care and support to all who use the Centre.