

Choir Listening & Support Volunteer Role Description



Clan is here for anyone impacted by a cancer diagnosis. We provide emotional and physical support to people who have a cancer diagnosis, their family, carers and friends. Our services are offered to all free of charge, from pre-diagnosis, through treatment and beyond at our support and wellbeing centres located across the north-east of Scotland and Northern Isles.

About the Role

Your role as a Clan **CHOIR LISTENING & SUPPORT VOLUNTEER** is to provide 1:1 confidential, non-advisory, non-medical, emotional support to people affected by a cancer diagnosis who are part of the Choir. Support is delivered as needed during rehearsals.

Location

Clan **CHOIR LISTENING & SUPPORT VOLUNTEERS** are needed at Clan House, 120 Westburn Road Aberdeen.

Reporting To

Laura Kirkwood, Choir Master.

Key Responsibilities

- Providing impartial, non-advisory emotional and wellbeing support to Choir members
- Signposting to appropriate Clan services and external services if required
- Recording session notes and debriefing with the Choir Master
- Setting up teas/coffees and tuck shop
- Selling Clan Merchandise as required
- Selling Clan merchandise as required

Time Commitment

- The Choir rehearsals are weekly on a Tuesday from 6.30pm-7.30pm. The shift will be from 6pm-8pm approx. weekly on a rota basis dependent on availability.
- The Choir rehearsals will run until March 2027.

About You

You must be over 18 years of age and should be caring, compassionate and a great listener!

You should also be;

- Able to build rapport with clients through the use of active listening, your excellent interpersonal skills and your ability to be non-judgmental
- Able to recognize the boundaries of your role (and Clan) and signpost clients to a more appropriate internal or external service if required
- Confident when engaging with people from a variety of backgrounds
- A flexible, reliable and enthusiastic team player, who's able to comply with Clan Policies & Procedures in all aspects of the role
- Willing to undertake additional training to enhance the services delivered by Clan
- Dedicated to raising awareness of Clan, our services and fundraising opportunities

Recruitment, Training and Ongoing Support

Your role as a Clan **CHOIR LISTENING & SUPPORT VOLUNTEER** may involve dealing with difficult situations. Clan will provide you with the relevant training, induction and ongoing supervision to support you in your role.

You will be required to complete;

- Clan's application form (available to complete on our website, in hard copy format or by telephone with our Volunteer Services Team)
- An interview with Volunteer Team Leader or another appointed member of the team – for us to get to know more about you and vice versa!

- A Protecting Vulnerable Groups (PVG) screening, which will be applied for on your behalf by Clan. This role is a regulated activity, as you may be in regular contact with vulnerable adults/children and will therefore require membership of this scheme.
- Clan's Listening & Support Training
- Clan's Adult Protection and Child Protection Training
- Clan's induction to the organization and to your role

Clan will make sure;

- The wider Clan team is on hand to answer any questions and support you as needed
- Your line manager holds check-ins to discuss how you are getting on in your role
- You receive a debrief at the end of each volunteer shift
- You have access to ongoing training, supervision and development opportunities
- Expenses incurred whilst volunteering are reimbursed, when claimed in accordance with Clan's Volunteer Expenses Policy

If you are an effective listener, want to actively support local people affected by cancer and think this role sounds like something you'd enjoy, please get in touch by;

Applying on our website at www.clancancersupport.org/volunteering

Emailing volunteering@clancancersupport.org

Calling 01224 647 000 – please ask to speak a member of the Volunteer Services Team