



GLMCC Cancer Support Service Volunteer Booklet

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Introduction to the Cancer Support Service at GLMCC

Asalamualaykum (Peace be upon you). Jazakallah Khair and thank you for your interest in volunteering with us. We truly appreciate your time and efforts.

What is the Community Cancer Project all about?

Green Lane Masjid & Community Centre is working in partnership with a number of charities and organisations to understand the narratives around cancer in Muslim communities and to explore how cancer patients feel in regards to their cancer care. This will help us understand their needs, identify gaps in service and provide guidance to cancer patients and carers (through emotional support).

Our aim is to raise awareness of cancer in the Muslim community and initiate conversations on how Muslims have been affected by cancer through a cultural and religious lens.

We hope to provide cancer patients with an **open door, an attentive ear** and an **empathic service** so they feel they can reach out to talk about their cancer experiences and emotions.

...and we need your help to achieve all of this and more!

The next few pages will tell you more about how you can get involved and what is in it for you.

The organisations that we are working with:

- British Islamic Medical Association (BIMA)
- Macmillan Cancer support
- NHS
- University of Exeter
- University of Birmingham

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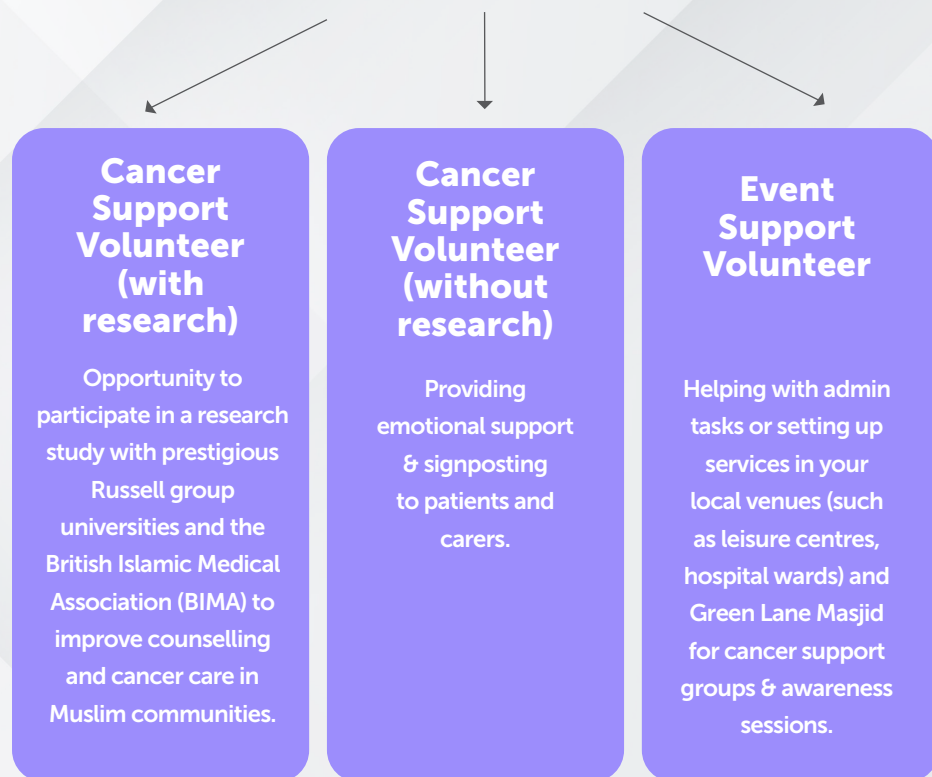
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How can I get involved?

There are three ways a Community Cancer Champion volunteer can get involved with our project. All avenues will make a positive impact on cancer care, cancer awareness and it will enable cancer patients and carers to come forward to share their stories. This all helps to get the conversation going, which will support in understanding gaps in services, cancer patient's needs and how we can support them effectively.

Community Cancer Champion volunteering pathway



Cancer Support Volunteer role description

• **Who will I report to?** Volunteer Coordinator

• **Where will I be based?** Green Lane Masjid & Community Centre

Why do we need Cancer Support Volunteers?

Many Muslims in the local community do not know much about cancer and what steps to take if they are worried about cancer. Sometimes, cancer patients feel isolated, feel they have no support or have no one they can turn to. We are looking for Community Cancer Champions to support Muslims who have been affected by cancer. We cannot do this without our volunteers.

What will I be doing? Cancer Support Volunteer (with research):

- You will have the opportunity to participate in research with the British Islamic Medical Association (BIMA) and the University of Birmingham and the University of Exeter.
- You will record conversations with cancer patients to help researchers understand patient needs to improve counselling services for patients.
- You will reflect on the conversations and upload experiences to a secure project web space.
- You will share experiences in focus group sessions to help researchers understand the needs of the community.

What will I be doing? Cancer Support Volunteer (without research):

- You will provide emotional support to patients and carers.
- Provide a listening ear to patients and carers and offer reassurance.
- Signpost service users to appropriate agencies that will provide them with relevant support, advice and information regarding cancer care.
- Encourage patients to attend all screenings, appointments and other cancer care support.

As an active volunteer you will be expected to attend workshops, training, and events on cancer awareness to broaden your knowledge, to support cancer patients and carers.

Event Support Volunteer role description

- **Who will I report to?** Volunteer Coordinator
- **Where will I be based?** Green Lane Masjid & Community Centre

Why do we need Event Support Volunteers?

We are seeking volunteers to get people talking about cancer and for cancer patients and carers to share their stories. Our volunteers will help set up welcoming environments, where patients and carers can share their feelings without fear of judgement. Coffee mornings, focus groups and other events will give them the opportunity to talk about their experiences with health care professionals, their diagnosis and cancer care. Holistically, this helps us to understand how we can better support Muslims who are living with cancer.

What will I be doing?

- You will help to spread awareness of cancer through communication and event planning.
- Community Cancer Champions will provide a lending ear to those with cancer and encourage them to attend all necessary appointments.
- Preparing for events such as setting up, welcoming cancer patients/carers and packing up.
- Encouraging people to understand cancer symptoms, screening and treatment.



How will I be trained?

There are several online courses that will be used to train our volunteers through the Macmillan website. It is important that volunteers complete training before interacting with cancer patients and vulnerable people. Volunteers will have access to Macmillan volunteer training.



Mandatory modules:

- Volunteer Induction
- Introduction to Equity, Diversity and Inclusion
- Cancer and its treatments
- Keeping Data Safe
- Listening and Responding
- Supporting with grief, loss and bereavement
- Mental Health Awareness
- Safeguarding
- Supporting Carers: A Volunteer's Toolkit
- British Islamic Medical Association (BIMA) - Cancer from a cultural lens

Volunteers may be expected to attend additional training/workshops as part of their voluntary role.

What can I gain from volunteering?

- Add to your CV whilst gaining transferable skills.
- Chance to earn rewards and give back to the community.
- Network with new and like-minded volunteers and professionals.
- Letter of acknowledgement/service (after 6 months of volunteering for at least 8 hours a month).
- Opportunity to participate in research with prestigious Russell Group Universities.



How will we support you?

Learning platform:

Here at GLMCC, we want our volunteers to benefit from their valuable time with us. We want to ensure that volunteers have the correct training and a good understanding of cancer to carry out their role whilst working in a safe and effective manner.

Community Cancer Champions will have opportunities for continuous Professional Development (CPD) to learn and develop their skills. This will be undertaken through online training modules provided by Macmillan Cancer Support and onsite training from our GLMCC team. We will also organise skill share events where volunteers are able to participate in group sessions and learn from each other whilst building their social and professional networks.

Financial support:

Volunteers will be provided with financial support through reimbursements of travel expenses (details on claiming travel expenses to be provided on application). **We do not offer any support with parking charges, fines or penalties but parking is available for free at GLMCC.**

Well-being check-ins:

We aim to create emotional comfort and safety for our volunteers through an open-door policy. We want to ensure volunteers are happy in their role. To do this, we offer regular and consistent well-being check-ins. Your Volunteer Coordinator will routinely communicate with you on a 1-1 basis to see how you are feeling in your volunteering role. We understand that some conversations may be difficult, which is why we want to offer a safe space for volunteers to talk about their well-being in a confidential environment.

Recognition and rewards:

We love to recognise good work from our volunteers and reward them for their efforts. We will do this through certificates and awards celebrating progress, commitment towards volunteering and outstanding performance.

General volunteer guidelines

GLMCC expects Community Cancer Champions to follow all guidelines, policies and procedures. **We all have a duty of care and to report any concerns.**

This next section will provide you with some basic and practical information and guidelines for you to fulfil your role as a volunteer with confidence.

Safeguarding & Confidentiality:

Whilst volunteering with us, you are expected to raise concerns to protect everyone. In your role, you will be conversing with vulnerable patients who may disclose private information about themselves. You must not disclose any information you are given unless you have safeguarding concerns or when a patient may be at risk of harm. Please speak to the designated person in charge of safeguarding at the masjid and complete the safeguarding form.



Scan for
helpdesk

Health and Safety:

Our volunteer's safety is very important. Volunteers are not expected to take risks that may cause harm to themselves or others.

Professional boundaries:

During your interaction with cancer patients, you may be asked for your personal telephone number, social media or email. Please do not give out your personal details. If you do decide to disclose any personal information, GLMCC will not be responsible for any consequences.

Please note:

- All volunteers are expected to sign a volunteer agreement before they start their role.
- A detailed copy of all policies and procedures relating to volunteering is available as part of the induction process, and must be adhered to.

Important Contacts

We want our volunteers to receive the right support they require to feel supported in their role. Your voice matters to us and we would like to hear from our volunteers.

We offer an open-door policy for our Community Cancer Champions so they can ask questions, share feedback on how we can improve our services and offer guidance/advice.

Your main point of contact will be your Volunteer Coordinator regarding any queries or concerns relating to volunteering, training and support. Your Volunteer Coordinator will work closely and provide you with on-going support so you can raise any concerns in your role.

Contacting us



<https://greenlanemasjid.org/cancer/>



cancersupport@greenlanemasjid.org



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GREEN LANE MASJID
& COMMUNITY CENTRE