

Buddy Volunteer Role Specification

Role Title:	Buddy
Role Purpose:	<p>To provide vital support to someone who has been diagnosed with the same leukaemia, MPN or MDS type as you, or who cares for someone with the same condition. Using personal experience and knowledge to help improve the experience of another patient or carer.</p> <p>A buddy provides support at a time when the patient or carer is really in need of it. The purpose of the buddy support is to help that person take the next step on their journey and to get to a place where they no longer need as much support.</p>
Point of Contact:	Volunteering Manager and Buddy Coordinator
Where (Location):	Remote (phone and email based)
Time commitment:	2 to 4 hours per month (on-going)
Role description:	<p>Being diagnosed with leukaemia can be an isolating and overwhelming experience. Talking with someone who has been diagnosed with the same condition or who cares for someone with the same condition can reduce those feelings of isolation and anxiety. By actively listening, signposting and sharing your experience, as well as practical hints and tips on coping day to day with a diagnosis, you provide vital support during what can be a difficult time.</p> <p>We support people diagnosed with or caring for someone with a leukaemia, myelodysplastic syndrome (MDS) or myeloproliferative disorder (MPN). The person being buddied can be newly diagnosed, relapsed or on watch and wait/active monitoring.</p> <p>A buddy provides support by phone and/or email for 2-4 hours per month at agreed times and dates. The days and times of contact will be agreed once you have been matched up with a suitable patient or carer. You will support each patient or carer for 12 weeks and towards the end of this period the buddy coordinator will review their progress with both you and them, and if needed the support may be extended by a further 12 weeks.</p> <p>At the end of the support period, you will be asked to provide feedback on your volunteering experience and to reflect on the support you offered.</p> <p>You may be asked to start a new support partnership quite soon after the 12 or 24 weeks has finished, or you may have a break before your next support period depending on demand.</p>
Main tasks:	<ul style="list-style-type: none"> • Provide 12-24 weeks of support to your patient/carers via phone and/or email. • Commit to supporting at least 2 patients/carers, this will usually be one at a time. • Complete all training required before beginning your role. • Communicate with our buddy coordinator to arrange date and time of first call and continue to communicate during your buddying

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	<p>relationship if there are any issues or questions that you need help with.</p> <ul style="list-style-type: none"> • Keep in regular contact with the buddy coordinator, responding to emails and phone calls promptly. • Signpost your assigned patient/carer to other Leukaemia Care services or external services where necessary. • Set clear boundaries with your assigned patient/carer, keeping to agreed meeting times as much as possible and following the recommended boundaries set out in your training. • Guide your patient/carer in your conversations, encouraging them with open questions and allowing them to speak freely.
Required skills, qualities and experience	<ul style="list-style-type: none"> • Have your own personal experience of a leukaemia, MDS or MPN, either as a patient or through a close family member. • Be in a position where you are comfortable with your own emotional experience of your diagnosis and able to put your emotions to one side to support another's. • Be able to respond to someone with empathy. • Comfortable with one-to-one phone conversations. • Be aged 18 years or over. • Have strong communication skills and able to respond to requests promptly. • Be comfortable using email and online learning (instructions provided) or keen to expand your digital literacy (please let us know if you need extra support accessing training online).
Training and support available:	<ul style="list-style-type: none"> • Our buddy training is predominately self-directed through our e-learning platform (you will be provided with joining instructions) and includes: <ul style="list-style-type: none"> ○ Listening and responding ○ Safeguarding ○ Suicide awareness ○ Mental health awareness ○ Leukaemia Care's services • You will also be required to join a virtual induction session before you can begin buddying. These sessions are run on Zoom approximately every 6 weeks and are 60 minutes long. • The Buddy Coordinator will be your main contact for questions about your Buddy relationship, the Volunteering Manager will be your contact for the onboarding process and for any more general volunteering queries or issues. • You will be offered the opportunity to be involved with other projects and/or roles within the charity if you wish to do so. • You will be offered the opportunity to join virtual Buddy catchups; these are run on Zoom and are a chance for buddy volunteers to check-in with each other, voice any concerns or difficult topics and have a catch up with the buddy coordinator and/or the volunteer coordinator. • From time to time, we may offer extended training options on specific subjects. • You will have access to all of our patient support, including support groups and counselling. • You will have access to our Free Wills service.

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Recruitment process:	<p>Please apply via our application form: https://forms.office.com/r/C8v9XQ0mjH</p> <p>Any questions please contact our Volunteering Manager by emailing volunteering@leukaemiacare.org.uk or calling 01905 755977.</p> <p>Once we have received your application our volunteering manager will contact you to arrange an informal phone call to discuss the role further. You will then be asked to complete a standard DBS check; this is due to you having one to one contact with someone who is potentially a vulnerable adult.</p> <p>You will only be confirmed as a buddy volunteer once you have completed the full training process, this could take up to 12 weeks depending on the availability of our Zoom training session but will ideally be completed within 8 weeks.</p>
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A volunteer is an adult who chooses to give their time, skills and expertise to support Leukaemia Care in achieving its mission. They do this free of charge and of their own free will. Our volunteer roles are carefully considered and specially created to support the charity in specific areas. We will never ask a volunteer to carry out a role that should be done by a paid member of staff.