

# *volunteering*

at FORCE Cancer Charity

*your time is a valuable  
donation to us*



cancer charity  
**force**®

Registered Charity No. 1140676

01392 406154

[www.forcecancercharity.co.uk](http://www.forcecancercharity.co.uk)

# *Volunteers play a vital role in supporting the work of the FORCE Cancer Charity*



**So much of what we do is made possible by thousands of volunteer hours every year.**

As well as funding a Cancer Support and Information Centre in the grounds of the Royal Devon and Exeter Hospital, FORCE also funds local research, innovation and state of the art equipment to improve cancer treatment. The charity receives no government or NHS funding and is run entirely on voluntary contributions.

## VOLUNTEERING FOR FORCE CANCER CHARITY

Our FORCE services are offered in different locations and our team of volunteers takes on a variety of roles.

The FORCE Cancer Support Centre is situated in the grounds of the Royal Devon and Exeter Hospital and is open from Monday to Friday from 9.30am to 4.30pm and until 6.30pm on Wednesdays. The Centre offers a relaxed and comfortable environment where anyone affected by cancer can seek information, support and advice. This includes patients, their carers, family and friends. No referral is necessary, which means visitors

can simply call in when it suits them. We also offer support and advice in Okehampton (Wednesdays), Tiverton (Thursdays) and Honiton (Fridays). Volunteers local to those areas can help in our FORCE@ locations.

Volunteers are the first point of contact when people arrive at the FORCE Cancer Support Centre and our FORCE@ sites. They play an important part in welcoming visitors, helping them to feel at ease and offering refreshments. Our volunteers also help serve refreshments to cancer patients receiving chemotherapy.

## Volunteer roles in the SUPPORT CENTRE



- **Meeting and greeting** Centre visitors and other tasks including moving tables, chairs and setting up rooms
- **Serving refreshments** on the hospital oncology wards (Cherrybrook, Yeo and Yarty)
- Qualified volunteer **Complementary Therapists**

## Volunteer role at the ONCOLOGY CENTRE SNACK BAR IN THE HOSPITAL



- **Serving** patients and customers with drinks and refreshments available for sale
- Ensuring **stock rotation** and keeping certain records up to date
- **Representing FORCE** – answering any questions and informing people about FORCE services and directing them to our Support Centre
- **Setting up** in the mornings, cashing and closing up in the afternoons and using the till

## Volunteer role at one of our FORCE@ locations



- Helping with **unloading/loading** the van of necessary equipment
- Helping **set up** each area as necessary
- **Meeting and greeting** patients and visitors, and registering those who have come for an appointment/chemotherapy
- **Giving information** about FORCE and directing people to the main Support Centre as appropriate

## Volunteering at our Award winning CHARITY SHOP



- Working on **the till** and interacting with shoppers
- **Preparing stock** for sale
- Helping shop staff with **pricing**
- Providing a **courteous and friendly** service to customers

Please ask for a separate leaflet on shop volunteering

## IS IT FOR YOU?

All our volunteers are supported by a team of professional staff so you don't need a medical or counselling background. Training is ongoing.

You simply need to be comfortable with meeting the wide variety of visitors who use our services, have good listening skills, sensitivity and common sense. Reliability and flexibility are also very important.

You must be at least 18 years old. There is no maximum age, just the ability to be able to manage all the elements of the role.

If you have had a close personal experience of cancer or recent bereavement we suggest you don't start the volunteering process until at least a year has passed. This doesn't stop you getting involved in other ways.



## OTHER VOLUNTEERING OPPORTUNITIES AT FORCE

You may decide that helping in our Support Centre isn't for you but there are still many other ways you can get involved:

- Becoming part of a **Friends of FORCE** group that organises and runs events in aid of FORCE.
- Helping in our **Charity Shop** in Fore Street, Heavitree, Exeter.
- Helping maintain the **gardens** around the FORCE Centre





## I AM INTERESTED IN BECOMING A FORCE VOLUNTEER

Name:

Address:

Telephone:

Email:

Area of volunteering interested in:

### Please return to:

Heather Taylor  
Volunteer Co-ordinator  
FORCE Cancer Support Centre  
Corner House  
Barrack Road  
Exeter EX2 5DW

Tel: 01392 406154  
[heather.taylor@forcecancercharity.co.uk](mailto:heather.taylor@forcecancercharity.co.uk)

## WHAT NEXT?

The first step is to contact Heather Taylor by phone, email or returning the tear off form on this leaflet. Once contact is made, Heather will arrange an informal meeting with you.

There are some forms to complete, including a confidential health declaration for occupational health, and an Enhanced Disclosure Barring Service (DBS) check (mandatory for all staff and volunteers). We will also ask for, and follow up on two references, so please ensure your referees are made aware that we will get in touch. When all the paperwork is complete, you will be invited to attend an induction day at the FORCE Support Centre.

Please be aware that this whole process can take up to three months, depending on the date of the next induction day. You cannot start volunteering until you have attended a FORCE induction day.







Your time is a valuable donation to us.

If you would like to find out more about volunteering for FORCE, please contact us today.

FORCE Cancer Support Centre  
Corner House, Barrack Road, Exeter EX2 5DW

**Tel: 01392 406154**

Email: [heather.taylor@forcecancercharity.co.uk](mailto:heather.taylor@forcecancercharity.co.uk)

**[www.forcecancercharity.co.uk](http://www.forcecancercharity.co.uk)**

 Twitter: @forcecancer

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*working locally to support anyone  
affected by cancer ~ face to face*