

Cancer Support Project – Admin Volunteer

Grant Applications **Role Description**

People diagnosed with cancer may have increased living costs - for example heating bills increase due to longer time spent indoors because of their health, or they need medical equipment that cannot be provided on the NHS, or their travel costs increase as they are travelling to and from hospital appointments. Our cancer support project, the Macmillan team, supports such clients to maximise their income. One of the ways this is done is through the provision of grants. We need a volunteer to support clients to access these grants.

What does a Cancer Support Project Admin Volunteer do?

1. Ring the client to obtain relevant information
2. Enter a client's data into a grant search website
3. Support the client to make the application, including writing a support letter if needed
4. Answer any follow up questions or provide any documents that the grant supplier may have
5. Maintain records of the completed work

What qualities do we look for?

- Passionate about helping people
- Good at building a rapport with others
- Sensitive to other people's needs
- An ability to treat all people with respect and in a non-judgemental manner.
- Logical and methodical with a natural inclination to detail
- Numerate
- Excellent communication skills both verbal and in writing. Happy to talk to clients on the phone.
- Working knowledge of Office 365, particularly Microsoft Word and Outlook and a willingness to learn new systems as required.
- The ability to research information using reputable sources.

Time commitment

Half a day. This role can be done from home.