



## **VOLUNTEER POSITION DESCRIPTION**

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### **PEER SUPPORT VOLUNTEER (PSV)**

#### **ROLE:**

The main goal of a Peer Support Volunteer is to reduce the fear or apprehension borne by the patient/caregiver, and offer support to assist them through their initial diagnoses and ongoing treatments.

#### **QUALIFICATIONS:**

- Personal experience with bladder cancer (as a patient or caregiver)
- Working knowledge of bladder cancer, specifically an understanding of the different stages and grades of the disease
- Effective communication skills
- Empathetic and a good listener with an ability to put others at ease
- Able to understand and adapt to different cultural, racial, sexual, spiritual and intellectual needs of clients
- Proficient with (and access to) MS Office, internet and email
- Motivated, dependable and trustworthy

#### **RESPONSIBILITIES:**

- Call patients/caregivers, as assigned by the Peer Support Coordinator (PSC), within 24 hours of receiving a request, or promptly notify the PSC if you are unable to do so
- Listen carefully to a patient/caregiver's concerns and/or questions, then share any personal experience that is relevant, as well as any resources which may further educate or support the caller
- Under no circumstances should a PSV provide medical advice; medical questions should be directed to the patient's physician
- Facilitate a referral for a second opinion if a caller feels they are not getting adequate care from their current physician
- Send a summary of the conversation to the PSC following each call
- Participation in Discussion Forums on Bladder Cancer Canada's website
- All PSVs must complete a three-module training program (totalling about six hours in duration) via webinar within the first year of volunteering

#### **TRAINING:**

Review the Volunteer Handbook, Peer Support Guidelines and complete a volunteer training session. Some one-on-one training with the Lead PSC can be arranged.

#### **TIME COMMITMENT:**

**The time commitment required per week is an average of four hours per month, but may be significantly more or less, based on call volume and the circumstances of callers.**

#### **BENEFITS TO VOLUNTEERS:**

- Opportunity to learn more about bladder cancer and to share knowledge and experience to help others in the community
- Opportunity to develop and practice communication skills
- Gratification in knowing you are helping others