VOLUNTEER POSITION DESCRIPTION
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