

We need you.

Get involved today!

Solving problems, changing lives –
making society fairer



Volunteer Macmillan Project support – Worthing and Horsham

Role Purpose

We are looking for volunteers to help provide our service in your local community.

Do you have spare time to offer support to a designated Macmillan caseworker through allocated tasks? Our caseworkers provide help to a vulnerable client group and their families at a difficult time of their life.

As a Macmillan Project support, you will:

- Support caseworkers with incoming and outgoing post, complete basic forms.
- Follow up with clients to capture successful outcomes and record this on our database.
- Contact third parties to progress a client's enquiry in a timely manner.
- Ensure case records are clear, accurate and case management processes are followed.
- Have an awareness of, and support our Research and Campaigns team and their work.



in West Sussex
North South East

As a Macmillan Project support, you need to:

- Have natural ability to care and empathise and understanding of working with vulnerable client group from a diverse range of backgrounds.
- Be able to assess client's needs and listen actively to understand their issue and appropriate next steps for signposting.
- Excellent communication skills both in writing and verbally
- Excellent organisation skills, with attention to detail.
- Excellent IT skills, able to independently use a range of applications, software and Microsoft office.

Other Information

You may need to work from home and/or from our Worthing or Horsham office, supported by an allocated caseworker.

You will need your own IT equipment and access to Wi-Fi for provide digital training. There will also be training on the job by specialist staff members.

We ask our Macmillan Project Support to volunteer for at least 1 day a week, this may be split into half days. This is a long term volunteer role that requires a minimum of 12 month commitment.

We pride ourselves on having a diverse workforce and welcome all applications from people with all range of abilities for the skills that they bring.

If you are interested please email volunteer@westsussexcab.org.uk for more information about our roles and application process. Alternatively you can apply via our website: www.advicewestsussex.org.uk/volunteering