Cancer Resource Center Summary and Volunteer Role:

American Cancer Society Cancer Resource Centers are designated spaces within community Health Systems/cancer centers where trained and certified American Cancer Society volunteers provide support to cancer patients, their family members and caregivers, through the delivery of cancer information, ACS programs and services, referrals to community resources, and immediate access to www.cancer.org and 1.800.ACS.2345.

Purpose
American Cancer Society Cancer Resource Centers are designed to increase access to the most up to date cancer related information to those who have a concern about cancer, to provide linkage to programs and services, and to expand the American Cancer Society outreach and to maintain community visibility.

Goals
American Cancer Society Cancer Resource Centers support the Society's nationwide leadership roles of:
- Information...to support better decisions by making available high-quality, timely, understandable information, especially to newly diagnosed cancer patients and their caregivers; and
- Quality of Life...to improve quality of life of cancer patients, caregivers and survivors by assisting primarily with service referral, community mobilization, collaboration, advocacy, and where appropriate directly providing services.
- Support CoC Patient Navigation Standard 3.1

Benefits to the American Cancer Society
- Advances the American Cancer Society in realizing its goals and the Information and Quality of Life leadership roles.
- Positions the American Cancer Society as the preferred resource for cancer information, community resources, and non-medical tools for coping with the cancer experience.
- Provides improved access to critical constituencies – newly diagnosed cancer patients, cancer survivors, families, caregivers, health care providers, community leaders, stakeholders, and donors.
- Helps build brand awareness of American Cancer Society activities, programs, and events.
- Enhances the American Cancer Society’s relationships with health care providers at participating health facilities, who become stronger advocates for our programs and supporters of our events.

- Potential increases in volunteerism, due to improved awareness of American Cancer Society programs and opportunities with the Cancer Resource Center.

- Potential increases in event participation and survivorship recognition, including Relay For Life, Making Strides, etc.

- Potential increases in the number of American Cancer Society legislative advocates.

- Potential for increased direct referrals from physicians and other health care providers to ACS to support CoC standard 3.1 Patient Navigation.

- Builds community presence and awareness of ACS programs and services

**Benefits to Participating Health Care System or Oncology Private Practice**

- Allows health care systems or private practice and the American Cancer Society to provide a “one-stop source” for information and assistance regarding cancer, which can help facilitate a continuity of care.

- If the health care system is accredited by the American College of Surgeons, this program will assist them in meeting their goal of working collaboratively with the American Cancer Society.

- It can support ACoS - CoC Standard 3.1 Patient Navigation.

- Offers a public relations benefit to the health care system by associating the name recognition and credibility of the American Cancer Society.

- Health care systems can partner with the ACS on patient satisfaction surveys and other information collection.
Cancer Resource Center - Volunteer Position Description

LOCATION: (See list below of open host sites)
TIME COMMITMENT: (½ day ( 4 hours) to full day (6 Hours) a week):
(Hour of Operation Monday – Friday 8:30am-5pm)
For College Students we work with your schedules

POSITION SUMMARY
American Cancer Society Cancer Resource Center (CRC) volunteers will increase access to the most up to date cancer related information by assisting those who have a concern about cancer. The Cancer Resource Center is a designated space within the community Health System/cancer center where trained and certified American Cancer Society volunteers provide information and support to cancer patients, their family members and caregivers, through the delivery of cancer information, ACS programs and services, referrals to community resources, and immediate access to www.cancer.org and 1.800.227.2345.

RESPONSIBILITIES

- Provide or connect visitors with information about the American Cancer Society’s programs and services, community resources and resources within the CRC
- Greet patients, offer blankets, water and assistance through the infusion area
- Assist Nursing staff when needed on paperwork
- Maintain a neat and professional appearance of the CRC
- Notify the volunteer coordinator/staff partner when supplies and/or literature are needed
- Maintain accurate information using Visitor Information Forms (direct referral forms)
- Provide timely feedback to volunteer coordinator/staff partner with regard to complaints, suggestions or concerns
- Perform general office duties (filing, stuffing envelopes, miscellaneous duties)
- Proactively promote ACS and Center programs and services to cancer patients and family members who do not visit the CRC (waiting room, patient’s room, etc.), as appropriate, per host facility discretion
- Identify new listings for the Community Connection Resources Database
- Sign an ACS Privacy & Confidentiality Statement and adhere to all ACS and Host Site privacy and confidentiality policies
- Participate in other activities/events as requested by local office
- Attend CRC training and be certified annually by the American Cancer Society and Host Site Orientation and training guidelines
- Abide by Host Site Volunteer Department guidelines for vaccines and Flu shot (TBD by location)
- Attend service meetings and trainings, as necessary
- Dress professionally, neatly and appropriately to the setting, and meet dress code standards of the host facility
• Fulfill all responsibilities detailed in the Volunteer Job Description
• Follow all American Cancer Society Cancer Resource Center guidelines and standards of operation
• Identify self as an American Cancer Society Cancer Resource Center volunteer

QUALIFICATIONS/SKILLS
• ACS CRC volunteer will possess a desire to help people
• Demonstrates reliability and commitment to the position and ACS mission
• Knowledgeable about the American Cancer Society’s and Host Site programs and services and cancer related resources
• Possess proven telephone etiquette, customer service & communication skills
• Demonstrate appropriate level of computer skills
• Possess an ability to keep accurate and organized records
• Display sensitivity to the needs of cancer patients/family
• Display compassion, professionalism and tact in conversation and attitude
• Self-starter and flexible

PREFERRED SKILLS
• Languages (written & verbal)

TIME COMMITMENT
Minimum of 2 -5 hours per week (more if desired)

DURATION
1 year, renewable annually (TBD)

REPORTS TO
• Cancer Resource Center Volunteer Coordinator and/or Hospital Staff Coordinator and ACS Staff Rep. (Depending on location)

Locations currently in need of volunteers:

Karmanos Cancer Institute at McLaren Central Michigan, Morey Cancer Center

Please submit interested volunteer inquiries to Andrea Cassell at ACS andrea.cassell@cancer.org /231-409-3900