

# DONOR VISITOR

Reg charity no: 803716/SC038827

ANTHONY  
NOLAN

saving the lives  
of people with  
blood cancer

## Why you're important

Anthony Nolan saves the lives of people with blood cancer and blood disorders. Every day we match incredible individuals willing to donate their blood stem cells or bone marrow to people who desperately need lifesaving transplants.

Our donors really are remarkable, giving stem cells to save the lives of total strangers. So we make sure that they have the best possible experience when they're donating.

That's where our brilliant team of donor visitor volunteers come in: they meet our donors in hospital, give them information, answer their questions and support them through the process.

Want to be part of a team that makes such a difference?

## What the role involves

- Visiting our donors in hospital on the day of the donation
- Checking how the donor is feeling, talking to them about their experience so far and answering any questions they may have
- Letting the donor know about important aspects of the post-donation process including their register status, access to patient updates, communication with their recipient and on-going contact with Anthony Nolan
- Thanking the donor and chatting to them about Anthony Nolan's role in the donation and transplant process

## What skills and experience you need

We're looking for people who are:

- A great communicator. The role involves communicating important information to our donors and listening carefully to their experience of donation
- A bit of a chatterbox. Having a natter helps the donor to pass the time and feel at ease while they're donating
- Calm under pressure with good coping skills. Very rarely, a problem may arise during a donation and you'll need to be able to comfort the donor. But don't worry; you will always have the full support of the Anthony Nolan team, who can guide you through any situation
- Responsible, reliable and punctual. You'll be representing Anthony Nolan to our donors and the staff at our collection centers and it's important we make a great impression

- Flexible. Not yoga flexible but time flexible. All our visits take place Monday to Thursday, usually in the middle of the day, and can be scheduled or cancelled at short notice, so flexibility is really important
- Based in London. Donations take place at our collection centers in London, and you'll need to be able to make your own way there
- Over the age of 18.

## **What you can expect from us**

### **Support**

- You will be supported in your role our amazing Volunteer Manager
- We'll provide you with an initial two-hour training session, followed by a programme of shadowing another volunteer before going out on your own

### **Expenses**

If you incur any expenses as part of your role (e.g. lunch and travel) we'll reimburse them in line with Anthony Nolan's expenses policy.

## **How much time it will take**

Visits take anything from 10 minutes to an hour – it depends on how talkative the donor is!

Ideally we'd like someone who is able to volunteer for a least two days a month to visit our donors. As all our visits take place Monday to Thursday during the day, you will need to be free during normal working hours.

Visits are usually in the morning but you may also need to meet after lunch.

As it can take several months to complete the training to be a donor visitor we hope that you continue in the role for at a least a year.

We also expect you to be available to attend an initial training session and annual training day.

## **What next?**

If you're interested in the role please fill in our application form.

Then if you're shortlisted we will ask you to attend an informal interview so we can chat with you about your skills and experience and you can learn more about the role. If you're successful we will ask you to provide references and we'll then welcome you to the team!