

Pamela Green is a Front Desk Volunteer at CancerCare's centre on Duke Street in Barrow-in-Furness.

Pamela first got involved in charity fundraising following her cancer treatment in 2014 and began planning and taking part in events supported by friends and family. Her aim is to help anyone going through a cancer diagnosis and treatment, and their loved ones, to have access to the same kind of support as she did.



She started volunteering at the local hospital and then saw an opportunity to get involved with CancerCare. She had received complementary therapy here during her treatment which really benefitted her recovery and she thinks her experience is valuable when talking to current clients.

### What does your role involve?

**Pamela said:** "My role involves making sure the client's journey, from the minute they come in through the door until they leave, is as calm, positive relaxed and beneficial for them as possible. I enjoy making them drinks especially the children who always enjoy a hot chocolate with marshmallows. Some clients prefer to be quiet whereas others like to chat so it's important to tune into that. I also get involved with admin tasks and preparations for fundraising events."

### What have been the best bits of your role?

**Pamela said:** "Seeing the clients walk out after receiving their therapy more relaxed than when they came in is excellent. I also enjoy meeting new clients who may have struggled to make that first step to ask for help but, with some reassurance, become very happy that they did. Being a former client, I know how important it is to offer a 'person-centred' service that provides some much-needed 'me time' just for you."

### What have been the challenges of your role?

**Pamela said:** "I haven't experienced many challenges. I have a lung condition so sometimes struggle with the stairs but we have a lift which is very beneficial!"

### Top tips for people wanting to become a volunteer:

**Pamela said:** "Just give it a try! You'll meet loads of people including staff, therapists, other volunteers and, of course the clients. The best part is, at the end of each day, feeling that you have made a positive difference to someone."

### How can I find out more?

- You can find out more about CancerCare Morecambe [here](#).
- You can find out more about CancerCare Barrow [here](#).