

Volunteer Role Description

Information and Support

Social Media and Database Volunteer



Why do we need your help?

Our Information and Support team offer a wide range of inclusive and accessible services, for everyone affected by a brain tumour, whether it's low or high grade, adult or child. One of our most popular services are our Closed Facebook Support Groups which offer peer to peer support. We are looking for a volunteer to manage the requests to join our Facebook Support Groups and record member's details on our Contact Management System.

What will I be doing?

You can get involved in the following:

- Vetting member requests to ensure that they are genuine users of our brain tumour communities
- Creating, updating and maintaining accurate contact information on the CRM database
- Sending welcome messages to accepted members to ensure that they are know where they can access additional support and are aware of the code of conduct for the groups
- Additionally you will have opportunity to post in the Facebook Support groups to promote or services and respond to the questions of users

What skills/experience do I need?

- Experience of using social media platforms, Facebook in particular
- Experience of working with databases, Salesforce Experience desirable
- Confident computer skills with working knowledge of Microsoft Word, Excel and Outlook
- Organisation and reliability
- Attention to detail
- Able to work autonomously and as part of a team

How much of my time would you like?

We ask our Information and Support Volunteers for a regular commitment of at least four hours per week.

Brain tumours in the UK: the facts

- Brain tumours are the biggest cancer killer of children and adults under 40
- Over 10,600 people are diagnosed with a primary brain tumour each year
- 500 children and teenagers are diagnosed with a brain tumour each year

The Brain Tumour Charity is at the forefront of the fight to defeat brain tumours and is the only national charity making a difference every day to the lives of people with a brain tumour and their families. We fund pioneering research to increase survival, raise awareness of the symptoms and affects of brain tumours and provide support for everyone affected to improve quality of life.

How will I be trained and supported?

- You will receive a full induction to The Brain tumour Charity and your role here as well as in-house training on the use of our database.
- You will receive regular support and supervision
- You will be given any equipment necessary to carry out your role

What can I gain from volunteering with you?

- The satisfaction of knowing that you are making a valuable contribution to the lives of those affected by brain tumours
- Utilising your existing skills as well as developing and learning new ones

Where will I be based?

At our office in Farnborough, Hampshire

How do I apply?

Contact the Volunteer Coordinator on 01252 237818

Or email volunteering@thebraintumourcharity.org

Or write to: The Brain Tumour Charity, Hartshead House, 61-65 Victoria Road, Farnborough, GU14 7PA

Practical Considerations

Because of the nature of this role, a DBS check is required. We also carry out reference checks for all individuals who will be volunteering for us.
