BRIAN SUPPORT VOLUNTEER
Help users get the most from our BRIAN app

75% of people diagnosed with a glioblastoma brain tumour will not survive for more than a year

28% of brain tumour patients have visual impairment

Our challenge

Led by patients, BRIAN (Brain tumour Information and Analysis Network), is a pioneering app driven by patient data. BRIAN helps people cope with a brain tumour, allowing users – and those supporting them – to understand how they’re doing and make better informed decisions about treatment and care.

The number of people signing up to BRIAN is growing daily. We want to make sure that all newly registered users are in-the-know about the different features available to them through the app and are aware of the functionality that’s most relevant to their circumstances.

Additionally, we want to ensure those already using the app find it a useful tool and to understand if there is more we can do to improve user experience.

How can you help?

New BRIAN users will be given the option to have a phone call, to help them make the most of the app. We’re looking for volunteers to speak with those who have requested a call. The purpose of each call will be to:

• Provide advice on the most suitable functions within the app to use for their circumstances
• Help address issues users may be encountering when using BRIAN
• Collect feedback about people’s use of BRIAN or any suggestions

In future we’d also like to offer a phone call to certain existing BRIAN users, to help us to better understand and improve user experience. For example, if someone is a regular user whose activity has dropped off.

ABOUT THE BRAIN TUMOUR CHARITY

We are the world’s leading brain tumour charity and the largest dedicated funder of research into brain tumours globally. Committed to saving and improving lives, we’re moving further, faster to help every single person affected by a brain tumour.

We’re set on finding new treatments, offering the highest level of support and driving urgent change. And we’re doing it right now. Because we understand that when you, or someone you love, is diagnosed with a brain tumour – a cure really can’t wait.

BRAIN TUMOURS MOVE FAST.
WITH YOUR HELP, WE CAN TOO!
**Person specification**

This is an exciting new volunteer role, and we’d like volunteers to play a part in shaping and developing the role along with us. We’re looking for individuals who:

- Have a good telephone manner
- Are confident using technology (i.e. familiar with using a variety of different apps personally)
- Are empathetic and have good active listening skills
- Are reliable and able to keep to agreed volunteer commitments
- Are committed to keeping up to date with the latest news and updates from The Charity
- Are good team players and have strong communication skills
- Are sensitive to issues surrounding data protection and the handling of data

We particularly encourage applications from those who are significantly underrepresented in our sector, including individuals from Black, Asian and Minority Ethnic (BAME) communities.

**What impact will you have?**

Through this role, volunteers have the opportunity to directly improve the experience of those using the BRIAN app, enabling them to get the most out of BRIAN, to understand their own experience and make better informed decisions about treatment and care.

The feedback from these calls will also inform future developments within BRIAN, enabling the team to create a tool that is really valuable to those using it.

**Practical considerations**

Ideally we’re looking for a regular commitment of a few hours per week, but we can be flexible to suit the availability of volunteers. Phone calls with BRIAN users will take place within our office hours (9am-5:30pm).

You will receive a full induction to The Brain Tumour Charity and training for the role, as well as on going support and direction from a team member in both the Support and BRIAN Teams.

Volunteers taking on this role will be required to complete a DBS check, as well as some internal data security and safeguarding training.

This is currently a home based role. In the future, if located close to our office in Fleet, Hampshire, it may be possible to volunteer from our office.

Volunteers must be over 18. We carry out reference checks for all individuals who will be volunteering for us on a regular basis.