

# TELEPHONE SUPPORT GROUP 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, to help reduce the isolation that a brain tumour diagnosis brings.

We run three telephone support groups each month to allow those living with a brain tumour to come together in an hour long group conference call and access peer-to-peer support, without having to attend a support group in person. People with a brain tumour often face challenges with travel and mobility, so our telephone support groups are really important in helping people to connect with others and feeling better able to cope.

This role would be ideal for someone with a background in group facilitation work, training, teaching or therapy.

## What will I be doing?

We are looking for volunteers to facilitate/lead our telephone support groups. You will be involved in the following activities:

- Welcoming members in to the group conference call
- Monitoring the conversations between members during the call, and assisting members to participate if needed
- Passing on any requests for further information and support to a member of staff
- Reporting any concerns for the welfare of group members to a member of staff
- Updating our CRM (customer relationship management) database with details of who has participated in the group call and notes from the group conversations

There will also be the opportunity to getting involved in helping us administer our Facebook Support Groups if you wish. Our Facebook Support Groups are closed groups where anyone affected by a brain tumour and carers can connect with each other on a digital platform.

## What skills and experience do I need?

- A good telephone manner, with great communication skills
- Organisation and reliability
- Open mind, empathetic with a supportive and calm nature
- Attention to detail
- Able to work autonomously and as part of a team
- Confident computer skills
- Professional manner, with an appreciation of confidentiality and diversity
- Comfortable with hearing details of emotive subjects and medical treatments
- Experience of group facilitation would be advantageous, but not essential

## Brain tumours in the UK: the facts

- Brain tumours are the biggest cancer killer of children and adults under 40
- Almost 11,000 people are diagnosed with a primary brain tumour each year
- 62% of children who survive a brain tumour are left with a life-altering disability

The Brain Tumour Charity is 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.

## How much of my time would you like?

We currently run three telephone support groups each month, and are looking for volunteers to cover the following times:

- Second Tuesday of the month—09:45-11:45am
- Second Thursday of the month—09:45-11:45am
- First Friday of the month—09:30-11:30am

We would welcome volunteers who want to cover just one or more than one of the above times.

## 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, as well as the opportunity to discuss any matters that have arisen during the group call.
- You will be given any equipment necessary to carry out your role

## What can I gain from volunteering with you?

- Utilising your existing skills as well as developing and learning new ones
- Experience of working within a busy charity support team
- Office administration experience
- Making a valuable contribution to the lives of those affected by brain tumours

## 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.

## Where will I be based?

At our office in Farnborough, Hampshire.

## How do I apply?

Complete our online [application form](#), or contact the Volunteer team by phone on 01252 237818 or by email [volunteering@thebraintumourcharity.org](mailto:volunteering@thebraintumourcharity.org).

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