DIGITAL PEER SUPPORT VOLUNTEER

Why do we need your help?

Our Support and Information team offer a wide range of inclusive and accessible peer support services, for everyone affected by a brain tumour whether its low or high grade, adult or child.

One of our most popular services is our closed Facebook Support Groups, which offer peer to peer support. We are looking for volunteers who can manage the requests to join our Facebook Support Groups and record member’s details on our Contact Management System. This role will continue to facilitate the warm, welcoming and inclusive nature of the support groups by ensuring members are welcomed to the group and posts in the group are responded to by The Charity, where appropriate.

What will I be doing?

You can get involved in the following:

- Managing Facebook requests.
- Creating and maintaining accurate information on our CRM database, Salesforce.
- Welcoming new members to the group and letting them know where they can access support.
- Offering peer support by responding to posts you feel comfortable responding to.
- Flagging any posts or comments with the group admin if you have any worries or concerns.
- Additionally, you may have the opportunity to post in the Facebook Support groups to promote our services and respond to questions.

What skills and experience do I need?

- Experience of using social media platforms, in particular Facebook.
- Strong IT and computer skills, ideally experience of using databases.
- Ability to separate own experiences from others, offering support and signposting in a non judgemental way.
- Ability to work autonomously and as part of a team.
- Organisation and reliability.
- A high degree of empathy and resilience.
- Demonstrable understanding of confidential working.
- Great communication skills with the ability to respond to posts.

How much of my time would you like?

We ask volunteers for a regular commitment of at least two hours per week, with the opportunity to expand the role offering more time. So that we can provided volunteers a dedicated staff contact while they are volunteering, we are looking for people who can support during weekday working hours.

Due to the continuous training involved, we would ask that volunteers commit to a minimum of 6 months spent volunteering with us. Each volunteer will have a settling in period, to ensure the role is the right fit.
How will I be trained and supported?

- You will receive a full online induction to The Brain tumour Charity and your role here as well as in-house training on the use of our database.
- You will be provided with a peer supporter guide with useful information and links to help you signpost regular information.
- You will receive ongoing support and supervision through online webinars, email and telephone calls from a dedicated staff contact.
- Opportunity to keep in touch and gain support from other volunteers in the same role.
- You can also receive regular updates if you’d like them through our Volunteers E-Newsletter.

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.
- The satisfaction of knowing that you’re making a valuable contribution to the lives of those affected by brain tumours.
- There is also an opportunity to expand the role to look after our other online community platforms, with training.

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.

In order to carry out the role, volunteers will need to have access to a secure laptop or desktop, and Wi-Fi.

Where will I be based?

This is a remote role where you will volunteer from home. You will have regular contact with our Support and Information team who look out for each other while we face tough challenges along the way. We nurture an inspiring, connected and positive team environment.

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.

Applications for this role will close on Sunday 9th August, however the opportunity may close to new applications if a sufficient number have been received before this date.

We particularly encourage applications from those who are significantly underrepresented in our sector, including individuals from Black and Minority ethnic communities.