

SUPPORT LINE VOLUNTEER

Triaging support line calls



13%

of adults diagnosed with brain cancer in England survive 5 years or more (average across all cancers is 52%)

34

people in the UK are diagnosed with a brain tumour every day

Our challenge

Our Support and Information team offer a wide range of inclusive and accessible services to support those diagnosed with a brain tumour and their families.

One of our most critical services is our Support and Information Line, which is open between 9am-5pm, Monday–Friday. This service is run by our Support team and assisted by volunteers. It offers a place for people affected by a brain tumour diagnosis to ask questions or raise concerns about a diagnosis, and how to support a loved one. We continue to see an increase in people accessing these services, and strive to work in smarter ways to manage this increase.

How can you help?

We're looking for volunteers to help us make sure the Support Line runs more efficiently, by answering calls and asking a small number of specific questions to ensure the caller is transferred/triaged to the most appropriate support for them. This role also has the opportunity to develop into providing support to the community about specific areas. In this role, you will:

- Answer incoming calls to the Support Line with empathy and understanding
- Ask specific questions to understand the caller's support needs and transfer to the appropriate teams
- Accurately record information about the call onto our database
- Assist the support team in specific project areas where appropriate
- Respond to support emails from our community
- Support our digital support team with our peer support groups on Facebook
- The role could develop into providing support over the phone regarding specific areas

What impact will you have?

This is an opportunity to be the first point of contact for our community, ensuring those that we support get the best service possible.



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.

We're looking for

- Experience or confidence in answering calls and speaking on the phone
- Good IT and computer skills, ideally experience of using databases
- Ability to demonstrate a high degree of empathy and resilience
- Active listening and strong communication skills
- Ability to separate own experiences from others
- Confidence to work autonomously and as part of a team
- Organisation and reliability
- Demonstrable understanding of confidential working

What can you gain from volunteering?

- You'll have the opportunity to utilise your existing skills, while developing and learning new ones to take forward into the future
- You'll join a friendly, passionate team and develop an understanding of how this team at The Charity operates.
- The satisfaction of knowing that you're assisting those affected by a brain tumour diagnosis to gain the appropriate support.
- The opportunity to expand the role in the future, by taking on additional training

Time commitment

To ensure we have volunteer cover for the full Support Line opening hours, we are looking for volunteers to commit between 2-4 hours a week between 9am-5pm, Monday to Friday. Due to the continuous training involved, we would ask that volunteers commit to a minimum of six months spent volunteering with us. This is a remote role where you can volunteer from home. You will have regular contact with our Support and Information team who, while facing tough challenges along the way, look out for each other and nurture an inspiring, positive team environment.

Practical considerations

You'll receive a full online induction to The Brain Tumour Charity and specific training for the role, as well as training on the use of our database and phone system. You'll receive weekly supervision after each shift and ongoing support through online webinars, emails and telephone calls, from a team member within the Support team. You'll have the opportunity to keep in touch and gain support from other volunteers in the same role. Incoming support call numbers may vary, so some shifts may be quieter than others. We've created a number of different activities that you can get involved in between calls, if you would like to. This role has the opportunity for development to other areas of the support team—guidance and training will be provided for this.

We carry out reference checks for all individuals who will be volunteering with us on a regular basis. Volunteers will also be required to complete some internal data protection and disclosure documentation before commencing the role. Volunteers must be over 18.

INTERESTED?

If you're ready to apply, please complete our online application form [HERE](#) by 9am on Wednesday 15 October. If we receive a high volume of applications, we may close the role early, so we'd encourage you to apply at your earliest opportunity. If you have any questions, please contact the [Volunteering Team](#).

The Brain Tumour Charity is committed to promoting diversity and inclusion in all aspects of our organisation. We particularly welcome applications from individuals belonging to minority ethnic groups, LGBTQ+ communities, people with disabilities, and other underrepresented communities.

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Need support with the application process?

We are committed to being inclusive and recognise that there may be a number of ways we could support you through the application process. If there's any adjustments we can make to help you fully engage in the process, don't hesitate to let us know by getting in touch with the Volunteering Team on volunteering@thebraintumourcharity.org



I always feel valued as a volunteer and the team are fantastic at giving feedback and support, making my role as a volunteer very rewarding.

A current Counselling Assessment Volunteer