

ONLINE PEER SUPPORT VOLUNTEER



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

Brain tumours do not discriminate, and they do not respect boundaries. They can strike anyone, at any age. And they strike quickly. Our Support and Information team offer a wide range of inclusive and accessible peer support services, for anyone affected by a brain tumour. One of our most popular services is our Online Support Groups which offer peer to peer support on Facebook, HealthUnlocked and Instagram. We are looking for volunteers who can manage requests to join our Facebook Support Groups and respond to posts with supportive comments and signposting.

How can you help?

We are looking for volunteers who can manage requests to join our Facebook Support Groups and respond to posts with supportive comments and signposting. 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 across our online support groups are responded to by The Charity, where appropriate. You can get involved in the following:

- Managing Facebook requests
- Creating and maintaining accurate information on our CRM database
- Welcoming new members to the groups and letting them know where they can access support
- Offering peer support by responding to posts
- Flagging any posts or comments with the group admin if you have any worries or concerns
- Support with additional online tasks that help to deliver the Charity's Support service

What impact will you have?

We have over 38,000 members of our online support groups and you will play a key role in providing vital support and information signposting to help those affected by a brain tumour diagnosis.



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

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.

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 making a valuable contribution to the lives of those affected by brain tumours

Time commitment

We ask volunteers for a regular commitment of at least two hours every a week (during office hours), with the opportunity to offer more time if you would like to. Due to the training involved, we would ask that volunteers are able to commit to a minimum of 6 months volunteering with us.

Practical considerations

You will receive a full induction to The Brain Tumour Charity and any specific training for the role (induction training will take place week commencing 5 January 2026). You will receive ongoing direction from one of the team, who will be your key contact.

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

We encourage volunteers to claim for any reasonable expenses that are incurred in the course of their volunteering with The Charity. Find out more in our [Volunteer Expenses Policy](#).

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

INTERESTED?

If you're ready to apply, please complete our online application form [HERE](#) by 9am on Monday 24 November. 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](#).