

HERE FOR YOU VOLUNTEER

Our Here For You service

Here For You provides personalised support to help guide people diagnosed with breast cancer through our services, providing a listening ear and letting them know about available support that best meets their current needs. Here For You offers people three support calls at 3-month intervals to help support people throughout their cancer experience.

We work in partnership with health care professionals to enable them to refer their newly diagnosed patients to Breast Cancer Now. As a Here For You Volunteer, you will contact patients by phone and use active listening skills to discuss their personal needs. By doing this, we hope people will have an increased understanding of the support available to them, a reduced sense of isolation and access to support at the right time for them.

What skills and qualities do I need?

- Representing Breast Cancer Now: Able to talk confidently and, with knowledge, about our services to people that are likely to be unfamiliar with the charity.
- Active Listening Skills: Allowing people to feel supported, understood and empowered to make their own decisions.
- Building Rapport: Able to build a rapport quickly with people from all backgrounds, who may be experiencing distress following a diagnosis.
- Emotional Resilience: Ability to empathise with people in difficult circumstances whilst maintaining your own wellbeing.
- Use of IT: Emails will be the primary method of communication and referrals will be shared with you digitally. You will also need to record information on your calls on a database, so experience of using Excel or similar, is necessary. Due to the software used, all volunteers are required to have access to laptop or similar device.
- Understanding the Impact of Breast Cancer: To become a volunteer you do not need to have had a personal experience of breast cancer but you do need to show empathy and have an appreciation of the impact that a diagnosis and its treatments may have.
- Being Organised: Able to report back promptly and regularly.
- Working Securely: Able to follow principles of handling confidential information and able to follow all Breast Cancer Now policies relevant to this role e.g. safeguarding and data protection.

What commitment is required?

- We're asking for a commitment of four hours per week, which could be split across two days. We estimate there may be eight to ten calls during those four hours, in addition to the admin associated with the calls.
- All volunteers can go 'on hold' during periods where they are unable to commit four hours per week and return when ready.

What training and support will I receive?

- All volunteers will be required to attend training before undertaking the role, which will take place via video call and consist of a minimum of four sessions, each two hours.
- Additional and/or refresher training may be provided if and when required e.g. if a development need is identified.

- Breast Cancer Now will reimburse all reasonable out of pocket expenses incurred for you to fulfil your role as a volunteer, subject to provision of appropriate receipts. This includes phone calls to clients.

What will I gain from volunteering for the service?

- Developing your communication, active listening and telephone support skills.
- Gain experience supporting people during difficult times.
- Helping people to improve their health and wellbeing by ensuring they can access specialist information and support at the earliest opportunity.