

Support Specialist and Volunteer Manager – Midlands

Full time, 37.5 hours per week, home based.

£26,000

Background

We have an exciting story, an exciting future, and we're looking for a special person to be a part of it.

There are over 55,500 people living with a brain tumour in the UK. 16,000 more people are diagnosed each year. 20-40% of all cancers spread to the brain. Brain tumours are the biggest cancer killer of the under 35s. The disease is responsible for over 20 years of life lost in the typical patient, making it the most lethal cancer. What causes brain tumours is unknown and incidence is increasing.

Interesting. But we know that these statistics don't help you on the day you are told 'you have a brain tumour'.

We know a brain tumour diagnosis is confusing, isolating and overwhelming. We know these problems are exacerbated by not being able to access care and information quickly and easily. And we also know that access to proactive support, a community, and good information can improve knowledge and understanding, reduce anxiety, increase preparedness for events, instil control and improve satisfaction with treatment. That's why we're here.

This is an exciting opportunity to have real influence. You can make a big impact in a small and stable (but growing) charity as we carve out a new sector for brain tumour support.

You and your experience

You will be an excellent communicator, face to face, phone or email. You recognise the importance of listening, and you will be the sort of person that brings focus and calm to difficult situations. Prioritising your workload will be second nature, and you will be energised and driven by a passion for learning, and making life better for those with a long term and/or serious illness.

A degree is not essential, but a caring or communication skills qualification is desirable. It is important that you have a high standard of writing, and that you are on good terms with your computer, particularly MS office, email and maybe even salesforce.com or similar case management tools.

Role

Working closely with the Director of Services, you will be trained to deliver brainstrust's revered, impartial and impactful coaching and information service for people living with a brain tumour, and their families. You will instil empowerment and control in those living with brain cancer in the Midlands, dramatically improving their wellbeing. Key to the success of your work will be the development and training of brainstrust's network of patient support volunteers.

If successful, you will play a key role in helping us towards our vision to be readily available to as many of the 60,000 people in the UK who are living with a brain tumour, and their carers.

You will:

- Build an impactful community for people with a brain tumour in the London and South East England region through face to face, phone and email support, social media engagement and running workshops and events for brain tumour patients and their carers.
- Identify, develop and manage training of a network of patient support volunteers
- Support with ensuring that every brain tumour patient in London and the South East works with us to secure the best possible outcome
- Refer potential fundraising opportunities to relevant members of the brainstrust team to ensure the sustainability of the project

Responsibilities

You will help to ensure that brainstrust delivers a service which contributes towards our goal of 'instilling a sense of empowerment and control in everyone living with brain cancer' in the region.

What this looks like:

- Work collaboratively with local stakeholders to ensure that patient and carer information and support needs are available throughout the brain tumour journey
- Be informed about relevant health, social care and voluntary sector developments
- Assist with the identification of regional service gaps and initiatives to create effective solutions and sustainable services which meet the needs of people affected by brain tumours who are living in the region
- Assist with ensuring that information about the patient experience is used to inform decision-making about local service provision for people affected by brain tumours.
- Represent brainstrust in health and voluntary sector local networks as appropriate and share the learning internally and externally.
- Ensure information, databases and patient records are maintained confidentially and safely in line with brainstrust's policy
- Support volunteers in service delivery with emphasis on user involvement
- Perform all duties in accordance with brainstrust's policies and procedures
- Undertake other tasks as appropriate to the role

- Work collaboratively with brainstrust team members, sharing knowledge and supporting with the delivery of the Charity's strategic plan.
- To support with monitoring and evaluation of the project

How to Apply

Please send your CV and a covering letter to helen@brainstrust.org.uk by 6th October 2017 Interviews will be on the 11th October.

If you would like to talk about the role please call Helen on 01983 213571, or email on the above address.
Please, strictly no agencies.

www.brainstrust.org.uk
facebook.com/brainstrust

Registered charity in England and Wales (1114634), Scotland (SCo44642).

Registered office and postal address: 4 Yvery Court, Castle Road, Cowes, Isle of Wight, PO31 7QG

