
Our personalised support service

Our personalised support service guides patients through our services, letting them know which service might best meet their current needs and making it easier for them to access any service that appeals to them.

We work in partnership with health care professionals to enable them to refer their patients to Breast Cancer Now at the most appropriate point after diagnosis. As a Services Awareness Volunteer, you will contact patients to discuss their needs and help them to access the Breast Cancer Now services that might be most helpful to them. By doing this we hope patients 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.
- Building rapport: Able to build a rapport quickly with different people who may be experiencing distress following a diagnosis.
- Use of IT: Emails will be the primary method of communication and referrals will be shared with you digitally. Therefore, all volunteers are required to have an email account, to be competent using the internet and 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 have an appreciation of the impact that a diagnosis and its treatments may have.
- Being organised: Able to report back after each call promptly and regularly.
- Working securely: Able to follow principles of handling confidential information.

What commitment is required?

- We estimate there may be 1-2 calls a week for each volunteer and we expect volunteers to be willing to try contacting each person up to three times, should they not answer initially. All volunteers can go 'on hold' during periods where they are unable to accept any new referrals.

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.
- 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 and telephone support skills, and experience of supporting people during a difficult time.
- Ensuring that patients receive access to specialist information and support at the earliest opportunity.