HERE FOR YOU VOLUNTEER

Our Here For You service

We often hear people with breast cancer say 'I wish I'd heard of Breast Cancer Now sooner'. Our Here For You scheme aims to address just that, ensuring that people are aware of the support available through Breast Cancer Now as soon as they are diagnosed, and at two further set points following their diagnosis.

Through Here For You we provide a personalised service, offering people recently diagnosed a listening ear and a chance to hear about all the available support that best meets their current needs. We work in partnership with health care professionals to enable them to refer their newly diagnosed patients to the Here For You service.

What will I be doing?

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. The role will give you an overview of all the support services available at Breast Cancer Now, and is therefore a great way to get started as a volunteer.

What skills or qualities do I need?

- To be a good listener, communicator and confident whilst using the telephone.
- To understand the importance of boundaries and self-care, be non-judgemental and non-directive, and able to show empathy and compassion when supporting someone.
- Confident using emails and submitting online forms.
- Able to work within Breast Cancer Now's policies and guidelines, including respecting client confidentiality, safeguarding, and data protection.
- Sharing Breast Cancer Now's commitment to ensuring that the support we provide is inclusive and accessible to people from a diverse range of backgrounds.

What commitment is required?

- We'd like volunteers to give around 2 hours per week, which can be arranged flexibly around personal schedules. We estimate there may be 4 to 5 calls during those hours, in addition to the admin associated with the calls. We would like volunteers to commit to the role for a minimum of 6 months.

What training and support will I receive?

- Volunteers will be asked to attend a Welcome Workshop and take part in role specific training prior to starting their role. This will take place via Zoom and consist of three sessions lasting two hours each.
- As part of the training, each volunteer will be provided a call reference sheet to guide their conversations with clients.
- Additional and/or refresher training may be provided if and when required.
- Our Here for You team, and our nurses on the Breast Cancer Now helpline, are available to support volunteers following challenging conversations. Volunteers will also receive monthly supervision sessions to support their own wellbeing.
- Breast Cancer Now will reimburse all reasonable out of pocket expenses incurred for you to fulfil your role as a volunteer. This includes phone calls to patients.

What will I gain from volunteering with Here For You?

- Developing your communication and telephone support skills, and experience of supporting people during a difficult time.
- The opportunity to network with other volunteers and meet new people as part of the wider breast cancer volunteering community.
- The chance to 'give back' and help people to improve their health and wellbeing by ensuring they can access specialist information and support at the earliest opportunity.