

# COUNSELLING ADMIN VOLUNTEER

THE  
**BRAIN  
TUMOUR**  
CHARITY

A CURE CAN'T WAIT

91%

said that a brain tumour has affected their emotional or mental health

50%

of those affected by a brain tumour have had no access to counselling services

## Our challenge

**Brain tumours do not discriminate and they do not respect boundaries. They can strike anyone, at any age. And they strike quickly.**

The Counselling Team at The Brain Tumour Charity are addressing the clear gap in emotional support available to those affected by a brain tumour diagnosis, by offering free, professional counselling to all of our community. Since its launch in July 2022, the service has grown exponentially and is on track to support over 800 clients in 2024-25.

## How can you help?

In light of the growth the counselling service has experienced, we are now looking to recruit a Counselling Admin Volunteer, who can support with some of the weekly admin tasks we conduct each week. This role will be desk based and will require no direct contact with clients.

As a Counselling Admin Volunteer, you will:

- Transfer referral form data between systems
- Use completed assessment forms to update the waiting list with client availability
- Update The Charity's database with client demographic information, to allow for accurate reporting
- Update The Charity's database with outcome measure data

## Time commitment

We are looking for a commitment of 2-4 hours per week, during service hours (Monday–Friday, 9am–5pm.). This is a home-based role.



## 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.

**BRAIN TUMOURS MOVE FAST.  
WITH YOUR HELP, WE CAN TOO!**

## We're looking for...

Someone who has excellent IT skills and is efficient at using various databases and computer systems. You will also need:

- An eye for detail and the ability to maintain accurate client records
- An understanding of and commitment to confidentiality, as you will be accessing sensitive information
- Ideally some understanding of counselling and an interest in the work of the service
- Someone who can commit to volunteer on a consistent, weekly basis
- As this is a home-based role, you will need access to a computer that you are happy to use for this role

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 apply your existing admin and record keeping skills in a new way.
- You will join a pioneering team, who are passionate about delivering counselling to the brain tumour community.
- You will be supported in your role and will have a check in and check out with a team member before and after each shift.

## Practical considerations

You will receive a full induction to The Brain Tumour Charity and any specific training for the role, as well as ongoing direction from one of the team, who will be your key contact.

We carry out reference and DBS 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.

## 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 the following details: [volunteering@thebraintumourcharity.org](mailto: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."

**- Counselling Assessment Volunteer**

## INTERESTED?

If you're ready to apply, please complete our [online application form](#). If you have any questions, please contact the Volunteering Team: [volunteering@thebraintumourcharity.org](mailto:volunteering@thebraintumourcharity.org).

**TOGETHER  
WE'RE MOVING  
CLOSER TO  
A CURE**