

## 'Here for You' Telephone Befriender

### About Cancer Support Scotland

Cancer Support Scotland first began 40 years ago, in the cosy living room of Sir Kenneth Calman. Now in our new home amidst the leafy grounds of Gartnavel Hospital, we've worked hard to make sure things don't feel a whole lot different. The Calman Centre was created as a safe space, helping everyone we support to feel at ease and in control. Where better then, than in a giant living room - where family and friends are welcome and the kettle is always on.

As Scotland's cancer charity, we have been the wellbeing champions for those affected by cancer for over 40 years – not only for those diagnosed, but their loved ones and carers too. We deliver high-quality counselling, complementary therapy, mindfulness, and stress management services to promote mental and physical wellbeing and to enable those affected by cancer to continue to live the most active life possible in their community.

COVID-19 gave Cancer Support Scotland the opportunity to move many of our services over to a digital format and gave us the possibility to develop new services such as the 'Here for You' service.

### About the Role

The purpose of this role is to offer a friendly chat to people new to Cancer Support Scotland that request the befriending service and people who have been accessing our services and now wish extra informal support from a befriender.

The calls provide the person affected by cancer someone out with their family and friends that they can speak with openly and without bias. The aim is to help them regain their confidence, share discussions around interests and talk openly about their feelings.

We are looking for people who can volunteer a couple of hours a week to provide these befriending calls which offer vital wellbeing support to people affected by cancer in Scotland.

### What impact will I make?

This small gesture of offering a listening ear can go a long way to reducing those feelings of stress, worry, and loneliness. By offering this service you will also be able to direct people to other support services that will help support their wellbeing.

### What are the benefits of volunteering?

As a volunteer, in addition to making a real difference to people affected by cancer, there are many other benefits. These can vary for each individual but some of the main benefits are:

- Learning or developing skills to add to your CV
- Meeting new people and having fun
- Helping to make a real difference to people affected by cancer
- Becoming more connected in your local community
- Improved health and wellbeing

### What ongoing support and training will I receive?

It's important to us that you feel happy, safe and confident in your role. You will receive a full induction to Cancer Support Scotland and specific training for this project. You will be given IT support to enable you to fulfil this role from your home at ease and at no cost to you.





You will be offered digital supervision to support your own wellbeing which is provided by an external counsellor and will be paid for by Cancer Support Scotland. You will also receive ongoing support from our staff.

### **What are the main tasks I will be involved with?**

The role is to:

- Provide support to people accessing Cancer Support Services by way of offering a listening ear/informal chat
- Chat about what's going on for the person, how are they coping with cancer, e.g. treatment issues or other stressors in their life
- Signpost to other supports both internally i.e. counselling, stress management, mindfulness, aromatherapy inhalers, self-help resources and externally i.e. Macmillan, Beatson, SHAWS, GP, Citizens Advice, community resources

### **Is this the right volunteer role for me?**

For this role we are looking for someone who:

- Can offer a few hours a week to make calls  
(Mon-Fri, 9-5pm, Thursday Evenings or Saturday Mornings)
- Is a good listener and empathetic
- Can remain impartial and be non-judgemental
- Is passionate about helping people
- Can maintain professional boundaries

### **Additional Information**

For this role you will be required to download an app to access our telephone system to make your calls and will need access to a working laptop, PC, or tablet to update your call log through our Salesforce CRM system.

A PVG is required for this role which we will cover the cost.

### **Next Steps**

If you are interested in applying for this role, please contact our team on; [volunteer@cancersupportscotland.org](mailto:volunteer@cancersupportscotland.org) or fill in our [Volunteer Application Form](#).

