



HeadStrong Volunteer Role Description

Who we are

Breast Cancer Care is here for anyone affected by breast cancer. We bring people together, provide information and support, and campaign for improved standards of care. We use our understanding of people's experience of breast cancer and our clinical expertise in everything we do.

HeadStrong

HeadStrong is a free service providing practical support for anyone experiencing hair loss as a result of cancer treatment. Volunteers show clients how to make the most of hats, scarves and hair pieces as an alternative to wearing a wig (***please note that HeadStrong does not provide a wig service***). Clients are also given tips on looking after their hair and scalp before, during and after treatment. HeadStrong is delivered in partnership with hospitals, hospices and cancer centres across the UK.

Time required

HeadStrong appointments usually take place on a specified morning or afternoon each week. We ask volunteers to commit to an average of two mornings or afternoons per month.

Volunteer recruitment and training

Volunteer recruitment and selection is based on an assessment of an application form, an interview, two day role specific training and attendance at Breast Cancer Care's Volunteer Welcome Workshop.

Expenses

Breast Cancer Care will refund all expenses incurred in travelling to and from the HeadStrong centre and for any training required.

Volunteer support

Volunteers deliver the HeadStrong service in pairs. A key contact at the HeadStrong centre oversees the volunteers on site and the Regional Services team at Breast Cancer Care are also available for support. Each centre also has a Volunteer Representative, who is a point of contact for the volunteer group and supports the volunteers around their activity.

HeadStrong Volunteer Duties

General

- To keep within Breast Cancer Care's policies and guidelines
- To contribute to your local Volunteer Network
- To attend all essential training for the role
- To complete and return a monthly activity and expenses form
- To have a high level of respect for client confidentiality
- To understand and commit to equal opportunities
- To promote and represent Breast Cancer Care



Service Delivery

- To show clients how to tie scarves and wear hats and hair pieces
- To give clients tips on hair and scalp care
- To provide clients with information about purchasing headwear

Service Administration

- To maintain adequate levels of HeadStrong stock, and ensure it is kept in good condition and properly stored to avoid damage
- To ensure that all recording systems are kept accurately and efficiently
- To co-ordinate a volunteer rota
- To maintain and update stocks of Breast Cancer Care's key publications within the HeadStrong centre

Other

- To attend quarterly meetings with the volunteer group, the HeadStrong centre key contact and members of staff from Breast Cancer Care
- To promote the HeadStrong service **and Breast Cancer Care** in the local area, through distributing publicity material, giving demonstrations to health professionals, support groups etc.

Desirable skills and abilities

- Good listening skills
- Experience of working with vulnerable people
- Able to relate comfortably to a diverse range of people
- Friendly and approachable manner
- Able to work as part of a team and on own initiative
- Flexible and willing to adapt to changes in the service
- Reliable and committed
- An understanding of the emotional and practical issues following a cancer diagnosis
- An understanding of and commitment to equal opportunities
- A commitment to client confidentiality
- Able to seek support as necessary

You do not need to have had a personal diagnosis of cancer to apply for this role.

Contact

For further information about the HeadStrong volunteer role please contact Angela Harris, Services Co-ordinator on 0845 077 1892.

For general enquiries about volunteering, please contact Joanne Stewart, Volunteer Manager on 0845 077 1892.