

Cancer Information and Support Coordinator- Outreach Band 4



**Weston
Park**

Cancer Charity

Together at every step.

Working here

Position:	Cancer Information and Support Coordinator Outreach– Band 4
Reporting to:	Outreach Service Development and Engagement Manager
Responsible for:	N/A
Job location:	Primary base is the Mobile Outreach unit located at various locations across the South Yorkshire, North Derbyshire and Bassetlaw with the requirement to work from any Cancer Support Centre or Community Base to cover service need.
Hours:	22.5hrs with some flexibility in line with service needs. The service is to operate Mon-Fri initially (with scope to expand to weekend working in the future.)
Salary:	£26, 216- £27, 308 Pro rata (Our Policy is to recruit at the bottom of the salary band unless significant relevant experience can be demonstrated)
Contract length:	Permanent

What we do

For one in two of us, cancer will change everything.

When it does, so can we.

Weston Park Cancer Charity is here to face cancer with you. Our services, advise and support are for you and the people close to you, helping everyone to live with and beyond cancer. The funds we raise also support vital, pioneering research and clinical trials led by the exceptional medical experts at Weston Park Cancer Centre. It's our job to care in every sense for our patients and their families. Our help is free, and we're here for you, together every step.

Main purpose of post

- Act as first point of contact for any requests for information and support from the public or professionals (drop-in, appointment, phone, email), triaging more complex requests appropriately.
- Manage professional and self-referrals to the service and triage appropriately, including to internal colleagues and services and partner agencies, ensuring people referred receive timely and coordinated information and support.
- Meet with people to provide face to face support when accessing the service (patients/clients, carers, relatives, professionals), providing high quality information and support within defined level of competence in relation to cancer. This will include assessment of service users' information and support needs (Holistic Needs Assessment/Cancer Care Review), provision of written or verbal information, supportive listening and action planning to facilitate self-management.
- Act as single point of contact for any on-going support services liaising with the individual being supported and any professionals and agencies involved in their care.
- Work proactivity with primary and secondary care and voluntary sector partners to promote Weston Park Cancer Charity and build awareness of the support available for people living with and beyond cancer.

This is a rare and exciting opportunity for an experienced and enthusiastic person to join a growing and dynamic team that provides excellence in supporting people living with and beyond cancer and their families. The post has been created to support the expansion of cancer support services. Applications are welcome from health, social care and voluntary sector professionals with experience of personalised care and understanding of the wider determinants of health, including, social, economic and environmental factors.

The postholder will be part of a team which provides a 'Single Point of Contact' for people living with and beyond Cancer and professionals such as clinical nurse specialist, GPs, social workers and voluntary sector partners, in Sheffield. They will manage referrals to the service and triage appropriately including to internal colleagues and services and partner agencies, ensuring people referred receive timely and coordinated, information and support.

The postholder will provide personalised information and support about cancer and cancer services, within their level of competence, which will enable people to navigate the health and social care system and make choices that are best

for them. The post holder will employ a [What Matters to You?](#) approach, using Holistic Needs Assessments and Cancer Care Reviews to support collaborative and person-centred practice.

The postholder will be expected to take an active role in contributing towards the development and implementation of cancer support services, have the ability to work autonomously as well as part of a wider team, adhering to excellence in service delivery and customer service.

We are looking for someone with a highly organised and flexible approach to work. You must possess excellent interpersonal and communication skills with the ability to adapt your approach to the needs of the people we support.

Posts will have a primary base with the Mobile Outreach Unit but also within one of our support centres to work in any of our service delivery settings dependent on service need. The post will work occasional evenings on a rota basis.

For an informal discussion about the post, please contact Wendy Burkitt on 0114 553 3330, select option 1.

What you do

Delivery of Information and Support to people living with and beyond cancer and their families.

The post holder will:

- Act as first point of contact for any requests for information and support from the public or professionals (drop-in, appointment, phone, email), triaging more complex requests appropriately.
- Manage referrals to the service and triage appropriately, including to internal colleagues and services and partner agencies, ensuring people referred receive timely and coordinated, information and support.
- Act as single point of contact for any on-going support services liaising with the individual being supported and any professionals and agencies involved in their care.
- Provide information and support within level of competence of the post (Macmillan Levels of Intervention Criteria L1,2, and L3 under supervision; NICE approved four tier model of psychological support Level 1).

This will include:

- Assess the needs of individuals attending / contacting the service and identify the required level of intervention.
- Support users sensitively to help them understand basic clinical information they have been given (e.g. around diagnosis, treatment, effects of the illness and treatment, cancer terminology), helping to resolve situations where users feel they have been given conflicting information. This will include addressing concerns and queries and working to resolve them and the ability to recognise and work within the limits of own competence and responsibility is crucial, referring issues beyond these limits to relevant people.
- Provide basic supporting information around topics such as reducing the risk of cancer, cancer screening, healthy living, the impact of cancer, in the most appropriate format (e.g. written, verbal, and others as appropriate to overcome any barriers to communication).
- Provide information on topics such as e.g. benefits, travel insurance, and facilitate access to services e.g. specialist benefits advice, complementary therapy.
- Liaise with relevant staff at all levels as appropriate both within the charity and externally to address issues identified, and seek advice with more complex issues, directly involving others where necessary, e.g. Cancer Information and Support Advisor or Senior Advisor; Clinical Nurse Specialists (CNS).
- Contribute to the development and maintenance of effective relationships with partner organisations in primary and secondary and voluntary the sector via networking, also giving talks and presenting at relevant groups.
- Deliver awareness raising activity to promote the service.

Operational delivery

The post holder will:

- Collect and collate data regarding contacts with the service users in person and produce reports of activity as required.
- Contribute to events and displays externally liaising with departments and agencies as required.
- Provide general administrative support to the Health Care Professionals and Outreach Service Manager
- Work flexibly in order to deliver the objectives of the cancer support service, including attending events and outreach sessions across South Yorkshire, North Derbyshire and Bassetlaw.
- Assist in the development of leaflets, posters and other materials, e.g. To publicise the service, recruit volunteers, support cancer awareness and other events.
- Facilitate open and effective communication with multi-professional teams, both internally and externally.

Management & Leadership

The post holder will:

- Seek advice and support from senior colleagues on clinical matters.
- Adhere to policies and protocols relevant to the post, contributing to their updating and development as appropriate.
- Adhere to systems and processes to promote a healthy, safe and secure working environment and maintain accurate documentation and report any concerns.
- Contribute to the continuous improvement and development of the service, identifying areas for change / improvement and suggesting new approaches and implementing changes in practice identified through other routes e.g. annual service review or user feedback.
- Act as a role model by demonstrating expertise and maintaining credibility, ensuring a positive image of Weston Park Cancer Charity is maintained.

General Duties

- Report accidents and incidents as per Weston Park Cancer Charity's policy.
- To be an ambassador for the charity.
- Demonstrate a positive and supportive attitude to staff and volunteers and uphold the philosophy and values of the charity.
- Respect confidentiality applying to all WPCC areas. Adhere to GDPR policy.
- Be proactive with your training and development needs, maintain relevant professional registrations and adhere to codes of practice
- Participate in team meetings and events
- Adhere to all WPCC's policies and procedures including Health and Safety regulations, Equal Opportunities and Safeguarding.

The above job description is not an exhaustive list of all duties required of the postholder.

Who you are

Methods of Assessment:

A = Application

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C = Certificate

I = Interview

R = References

T = Test/Presentation

	Essential	Desirable	Assessment
QUALIFICATIONS			
Foundation degree in health and social care; or NVQ level 3 in relevant subject; or equivalent experience	√		
Competent driver with a full clean driving license	√		
EXPERIENCE AND KNOWLEDGE			
Knowledge and experience of community-based health and social care support, including social prescribing, adult social care, NHS community services and health promotion	√		A/I/R/T
Knowledge of the wider determinants of health, including social, economic and environmental factors and how are linked to cancer outcomes	√		A/I/R/T
Understanding of issues around mild to moderate mental health needs		√	A/I/R/T
Knowledge of the VCS and/or how to find out about local services and how to support people to access them	√		A/I/R/T
Knowledge and experience of the personalised care agenda, including: 'What Matters to You' and Holistic Needs Assessments and experience of responding in a person-centre way to the information and support needs of others	√		A/I/R/T
Experience of working with cancer patients		√	A/I/R/T
Knowledge and understanding of the impact of cancer commonly experienced by those affected and their families	√		A/I/R/T
Basic knowledge of cancer treatments, interventions and terminology		√	A/I/R/T
Knowledge of Safeguarding Adults	√		A/I/R/T
SKILLS			
Excellent communication skills	√		A/I/R/T
Ability to demonstrate compassion when dealing with sensitive situations	√		A/I/R/T

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Effective team worker	√		A/I/R/T
Excellent record keeping and written skills	√		A/I/R/T
Ability to plan and prioritise workloads and demonstrate good organisational skills	√		A/I/R/T
Ability to develop effective interpersonal relationships with service users and colleagues	√		A/I/R/T
Observational skills	√		A/I/R/T
Excellent computer literacy (Word, Excel, Database, Social Media)	√		A/I/R/T
ATTRIBUTES			
Commitment to the ambitions and values of Weston Park Cancer Charity	√		A/I/R/T
Treat people with unconditional respect	√		A/I/R/T
Is compassionate and shows empathy and understanding	√		A/I/R/T
Self-motivated and able to work unsupervised	√		A/I/R/T
Knows limits of own knowledge and willing to seek advice and support from others	√		A/I/R/T
Comfortable in an evolving, innovative and task-focussed culture	√		A/I/R/T
Work outside normal office hours; the post will work occasional evenings on a rota basis.	√		A/I/R/T
Ability to fully participate in team working	√		A/I/R/T
Ability to reflect and learn from experiences	√		A/I/R/T
Calm and objective	√		A/I/R/T
Ability and confidence to travel across the South Yorkshire, North Derbyshire and Bassetlaw region in response to service need	√		A/I/R/T
Adaptable and able to respond to service user needs	√		A/I/R/T

How to apply

Closing date: Wednesday 14th February 2024 at 9am

Application format: Please send a CV and covering letter demonstrating that you have read the job description / person specification and

how you meet the essential and (where relevant) desirable criteria for this role. This can include skills, training, membership of professional bodies and experience. The covering letter will form a key part of the recruitment process and you should demonstrate your suitability for the role in no more than two pages.

Weston Park Cancer Charity is committed to promoting equality of opportunity and values diversity of culture among our staff. All applications are anonymised as part of the selection process, so please do not forward any documents in PDF format.

Apply to: HR@wpcancercharity.org.uk