



Job Information Pack

Cancer Information and Support Advisor (CISA)

February 2025

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Welcome from Raj Athwal – Chief Executive The Mulberry Centre

Dear Candidate,

We are very pleased you are interested in applying for the position of Cancer Information Support Advisor (CISA) at The Mulberry Centre. I hope you will find the information in this Candidate Pack useful and more generally, the content of our website: <https://www.themulberrycentre.co.uk/>

The Mulberry Centre is an award-winning cancer information and support charity, based on the grounds of West Middlesex University Hospital in Isleworth, West London. Since 2001, we have provided services to more than 18,000 people, and we're committed to expanding our reach.

This is an exciting opportunity for someone with a background in counselling or therapies to make a meaningful impact within our team. As we approach 2026, we're thrilled to support the launch of the new Ambulatory Diagnostic Centre at West Middlesex University Hospital. This development presents fresh opportunities for collaboration with our local NHS provider, enabling us to drive more integrated services and better prepare for the increased patient volume expected in the coming years.

Working closely with the Head of Client Services, you will be the first point of contact for anyone wishing to access The Mulberry Centre's services. You will register clients and provide a comprehensive holistic cancer information and support service externally as well as within The Mulberry Centre, to meet the needs of people affected by cancer, their family and friends, those bereaved as well as patients in the last weeks and months of their life. You will also represent The Mulberry Centre informing the local community of our support services.

We are looking for someone who has a recognised counselling qualification or equivalent, is a compassionate and an empathetic individual striving to make a difference to people affected by cancer. You will have the people skills and confidence to participate in difficult conversations.

If you are interested in the work of The Mulberry Centre and have the relevant experience to perform this vital role, we would very much like to hear from you. Please contact Julie Quinn via email: julie.quinn@themulberrycentre.co.uk if you have any queries.

Raj Athwal
Chief Executive

2) About The Mulberry Centre

The Mulberry Centre is an award-winning cancer information and support centre and an independent charity (No. 1108999), based on the grounds of the West Middlesex University Hospital in Isleworth, West London. Our mission is to provide support and information for people affected by cancer who live in west and southwest London, offering practical ways of enhancing physical, psychological, and emotional well-being.



We are the only cancer information and support centre in the local area delivering services to all people affected by a diagnosis: to the patient, friends and family, carers and those bereaved by cancer. Although most of the people who use our services come from the London Boroughs of Hounslow, Richmond, and Ealing, we are open to all, regardless of postcode or hospital of diagnosis. All the services are provided free of charge and include:

- **One-to-One Support:** Emotional Support, Counselling, Coaching, Legal Information, Welfare and Benefits, Wellbeing Calls, End-of-Life Support.
- **Support Groups:** Patients, Bereaved as well as a support group for men.
- **Complementary Therapies:** Massage, Reflexology, Aromatherapy, Reiki, Emotional Freedom Technique (EFT), Shiatsu, Acupuncture.
- **Wellbeing Classes:** Relaxation and Breathwork, Yin Yoga, Tai Chi, Yoga Chair Dance, Pilates, Seated Yoga, Men's Yoga, Yoga for breast cancer, Move it or Lose it.
- **Social and Creative:** Watercolour Class, Creative Writing, Mandala, Walking Group, Table Tennis, Coffee Mornings, Death Café, Crochet and Craft Classes.
- **Workshops:** Cancer Nutrition, Managing Stress, Emotional Freedom Technique, Headscarf Tying, Wig Workshop, How to Deal with Emotions After Your Cancer Treatment Finishes, How People Grieve, Hot Flushes, Body Image & Impact on Sex Life, Bra Fitting Surgery, Look Good Feel Better.
- **Information talks** on how to reduce cancer risk, identify signs and symptoms of cancer, the importance of early screening, and cancer support services available.
- **Peaceful space** to relax and meet others in our welcome area, or weather permitting, our award-winning garden.

Services are accessible face-to-face, with some of our services delivered online, we are also looking to deliver more services in the local community.

We hold the Macmillan Quality Environmental Mark Award for excellent facilities. In 2021, we were honoured with The Queen's Award for Voluntary Service, as well as the Hounslow Business Award for Best Charity.

Most of our patient referrals come from the West Middlesex University Hospital, although people affected by cancer can self-refer direct to The Mulberry Centre. To learn more about The Mulberry Centre, please visit www.themulberrycentre.co.uk

3) The Role of Cancer Information Support Advisor

Reports to the Head of Client Services

Background to the role

The Mulberry Centre is working hard to ensure that people affected by cancer and those approaching end of life can access the information and support that they need. We are looking for an individual to provide personalised support and information to cancer patients, carers, those bereaved as well as those approaching end of life, through a broad understanding of information provision and counselling skills. You will need to be compassionate, resilient and an empathetic individual striving to make a difference to people affected by cancer. The Cancer Information Support Advisor will be at the forefront of our client-based services, including the development of external registrations and cancer prevention work.

Overall purpose of role

- To be the primary point of contact for anyone wishing to access The Mulberry Centre's information and support services.
- To Register clients and to record accurately and punctually all client information onto the database
- To provide a comprehensive holistic cancer information and support service externally as well as within The Mulberry Centre, to meet the needs of people affected by cancer, their family and friends, those bereaved and those with an end-of-life diagnosis.
- To be up to date with best practice on professional issues in cancer information, support, treatment and care, including local and national trends and developments in this field e.g. NHS and cancer research.
- To support the Head Client Services to develop a comprehensive support and information programme and ensure consistent high-quality delivery.
- To support the Head Client Services in developing The Mulberry Centre's key relationships with health and social care professionals.
- To deliver this service both at the Centre as well as give presentations in community and healthcare settings as directed.
- To visit palliative care patients on occasion to offer emotional support to them and their families.

Responsibilities

Expert Practice

1. To provide confidential support to cancer patients, their carers those bereaved and those with and end of life diagnosis by utilising a range of recognised counselling skills. This includes sessions with new users to make an initial assessment to help identify and highlight support and informational needs and to assess any psychosocial aspects of this condition.
2. To provide comprehensive holistic cancer information covering the entire range of cancers, its treatment, psychosocial issues, lifestyle issues, financial matters and future developments; to ensure that all information held is regularly updated; to ensure that the high quality of information given to service users, health professional and community organisations is maintained.
3. To record accurately and punctually all client information onto our database

4. To ensure that clients are signposted to relevant services where these are outside the scope of the Centre.
5. To respond to enquiries and requests for information from a range of sources, including health professionals.
6. To offer space and time to support people with and end of life diagnosis and their family members.

Education

7. To coordinate and disseminate information on The Mulberry Centre's support and information services, including the need to ensure the Centre staff and volunteers are up to date with current best practice.
8. To support the Head of Client Services to develop a programme of informative workshops and social/creative programme for anyone accessing the Centre.

TMC Staff / Development of Service

9. In conjunction with the Head Client Services, to maintain and develop contacts with key stakeholders
10. In conjunction with the Chief Executive and Head Client Services, to develop referral pathways between WMUH, local GPs and The Mulberry Centre.
11. To be involved in the delivery of an external information programme in collaboration with the Head of Client Services including, for example, delivering presentations and information stands at selected events.

Monitoring of Information and Support Services

12. To review regularly the quality of the information service and give feedback about this to the Head Client Services.
13. To maintain accurate records of service use for Patient Support Referrals and user enquires/support needs.
14. In conjunction with the Head Client Services, to develop methods of obtaining useful feedback from service users to provide a high quality, responsive service and to develop mechanisms to monitor the effectiveness of the service.
15. To facilitate a regular client user forum as directed.

Personal Development

16. To continue his/her own personal development through the pursuit of relevant professional and academic study.
17. To keep up-to-date on professional issues in cancer, research and the NHS.
18. To undertake regular professional supervision in line with counselling protocols and Centre policy

Miscellaneous

19. To share with other members of the team general and ad hoc tasks.
20. To be available as a member of staff on the Wednesday late night opening rota (be available as member of staff on the Wednesday night rota).
21. To attend, as appropriate, meetings and community events as and when necessary. (Some of these events may be outside of normal office hours).

General duties and responsibilities

22. To ensure that the support and information services offered at TMC remain user-led – a product of user need.
23. To drive a culture that embraces change, open communication, ambition, innovation, inclusivity, future-thinking and external focus.
24. To develop and support a culture that acknowledges the importance of training and personal development.
25. To work collaboratively with colleagues and key stakeholders to achieve TMC's organisational objectives.
26. To undertake additional activities related to the role as identified in discussion with the Head Client Services..

Person specification

Experience

- At least 3 years' qualified as counsellor/therapist or experience in a similar role.
- Ability to provide personalised support and information to cancer patients, carers those bereaved and patients with an end-of-life diagnosis through a broad understanding of information provision and counselling skills.
- Ability to offer empathetic understanding and participate in difficult conversations.
- Collaboration and teamwork: proven ability to work with colleagues from a range of disciplines.
- Proven analytical and problem-solving skills.
- Forward thinking with a logical mind.

Skills and abilities

- Knowledge of issues faced by those affected by cancer.
- Excellent communication and relationship skills.
- Experience in presenting to individuals and groups of people.
- Excellent writing skills.
- Proven IT skills. Competent in all aspects of Microsoft Office.
- Flexibility to represent The Mulberry Centre out-of-hours.

Personal attributes

- Committed to the aims and values of The Mulberry Centre: we expect all staff to uphold and reflect the ethos of the Centre and all its work
- Hardworking: as a small charity, our success depends on the hard work of all our people
- Creative and resourceful: Ability to source and evaluate a comprehensive range of information and distil into key requirements.
- Practical: as part of a small team, you will need to have a positive collaborative outlook and the ability to work across the organisation and with external stakeholders to achieve results.
- Reliable: this is a critical post with responsibility for ensuring the delivery of client Services.
- Approachable: an open, friendly approach is critical to the team spirit of our small staff and to be sensitive to the needs of minority and vulnerable groups.

- Flexible: the post holder will need to be willing to travel and work unsocial hours twice a month.

Other requirements

Willingness to undergo enhanced DBS.

4) Working hours, salary and benefits

Working hours and flexibility

We are looking for someone to work part-time 22.5 hours per week, including Monday and Friday

Salary

£28,000 FTE, pro-rata for 3 days per week (equivalent to £16,800 per annum for 3 days a week).

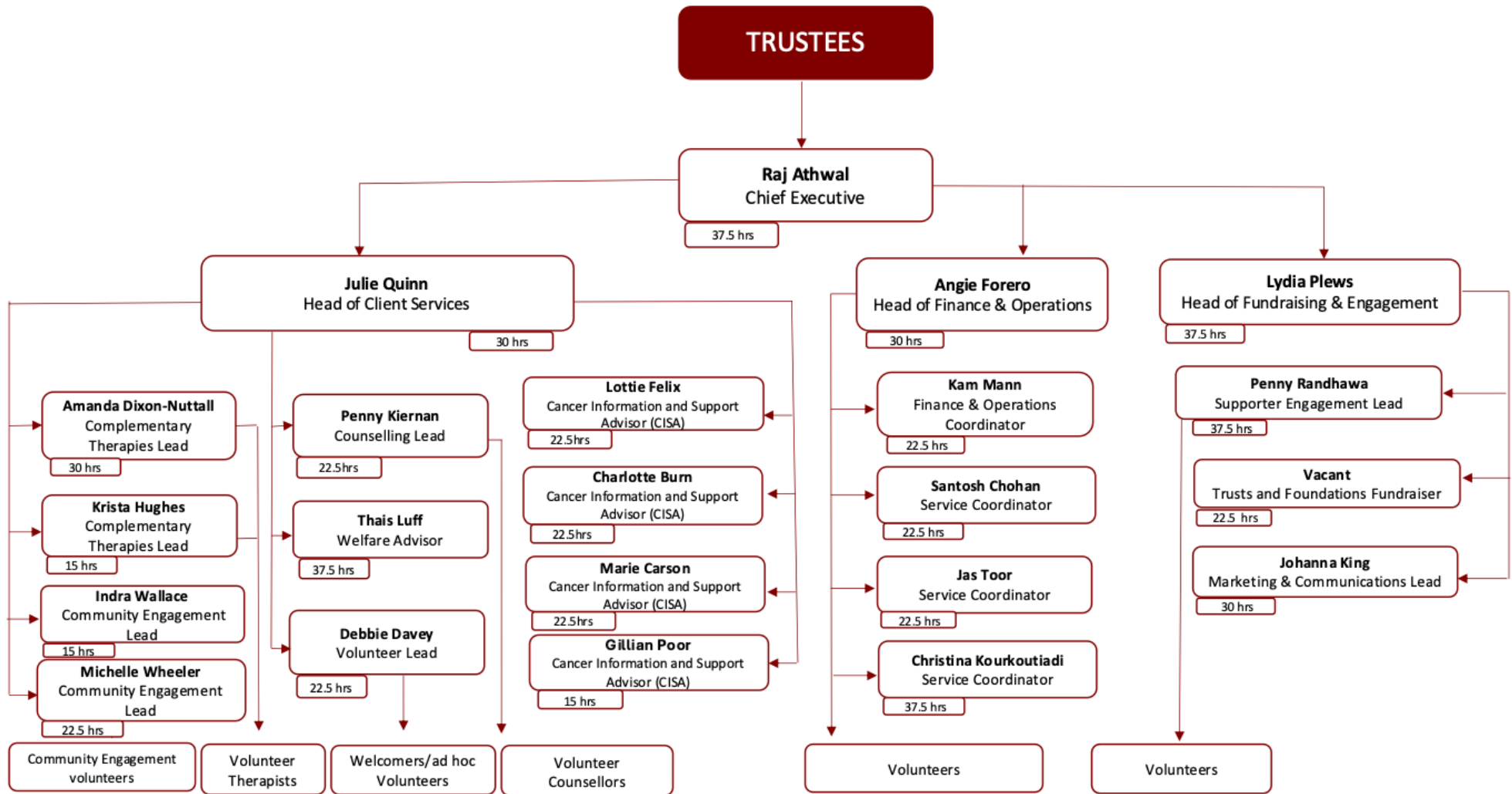
Annual leave

Holiday entitlement is 25 days holiday per year excluding public and statutory holidays. Holidays will be calculated on a pro-rata basis for part-time workers.

Pension

6% pension contribution (either into a personal plan or through NEST).

5) Organisation Chart



6) Timetable and how to apply

Thursday 13 th February 2025	Applications open
Thursday 13 th March 2025 12pm	Final deadline
TBC	Interview day

We suggest applications are submitted as soon as possible but **no later than 12.00pm on Thursday 13th March 2025.**

Please note that we reserve the right to close the advert in the event that we appoint to this position before the closing date.

How to apply

To apply, please email the following documents to julie.quinn@themulberrycentre.co.uk quoting CISA2025.

1. A comprehensive CV
2. A covering letter containing:
 - a. Supporting statement showing evidence of how you meet the personal specification of the role
 - b. Your current remuneration details and notice period
 - c. The name, job title, organisation, email address and mobile number of two professional referees. (Please note referees will not be approached without your prior permission.)

Please ensure that you include your mobile phone number and email address in your application. Please contact Julie Quinn (email address above) if you have any queries or if you would like to have an informal conversation about the role.

Thank you for your interest in this position.