

Cancer Information and Support Advisor (Healthcare Professional) Grade 6



**Weston
Park**

Cancer Charity

Together at every step.

Working here

Cancer Information & Support Advisor (registered Healthcare Professional)

Reporting to:	Cancer Information and Support Advisor (Healthcare Professional)
Responsible for:	N/A
Job location:	Primary base is the Cancer Support Centre, Northumberland Road, with the requirement to work from any Cancer Support Centre, the Free Cancer Support Bus or Community Base to cover service need.
Hours:	Full time- 37.5hrs per week
Salary:	Grade 6 £34, 954- £36,500 (It is our policy to recruit at the bottom of the Salary Grade, 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, advice 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

- Meet with or provide digital or telephone support to people using 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.
- Provide care coordination around the individual to ensure their experience of support feels seamless and is transparent, including support from partner agencies.
- Work proactively 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.
- Contribute to coordination of the day-to-day running of Cancer Support services, including the activity of junior staff and volunteers.

What you do

Delivery of information and support to people living with and beyond cancer and their families

- Provide information and support within level of competence of the post (Macmillan Levels of Intervention Criteria L1,2,3,4; NICE approved four tier model of psychological support Level 1,2 & 3).
- 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 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.
- Understand that there will be frequent exposure to distressing/ highly distressing situations and deal with difficult and highly emotive situations in a sensitive manner and base decisions on own professional judgement
- Deal with service users with complex enquiries or support needs, or who need help in accessing or understanding information, referring to appropriate members of the wider clinical team (CNS, oncologist) when appropriate or signpost them to other supportive services
- Liaise with clinical staff to support patients and carers in distress
- Demonstrate a high level of skill acquired through relevant training or equivalent experience whilst demonstrating awareness of the limits of own practice and knowledge and when to seek appropriate support/ advice
- Provide supporting information around topics such as reducing the risk of cancer, healthy living, diagnosis, treatment options, side effects and living with cancer, in the most appropriate format (e.g. written, verbal, and others as appropriate to overcome any barriers to communication).
- Provide advice on a range of issues 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. Senior Cancer Support Advisor, Cancer Support Manager; Clinical Nurse Specialists (CNS).

- Contribute to the development and maintenance of effective relationships with partner organisations in primary and secondary and the voluntary the sector via networking, also giving talks and presenting at relevant groups.
- Plan and deliver 'pop up' information clinics, ensuring these 'pop up' clinics are evaluated.
- Lead the development and delivery of courses and workshops.
- Lead peer support groups and service-user involvement.

Operational Delivery

- Collect and collate data regarding contacts with people who use the service both in person and by telephone and produce reports of activity as required.
- Plan and organise events and displays externally liaising with departments and agencies as required.
- Lead discrete projects or service improvements under direction of the Head of Cancer Support Services
- 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.
- Work with communications team to provide clinical input in to in the development of leaflets, posters and other materials, e.g. To publicise the service, recruit volunteers, support cancer awareness and other events.
- Ensure service user participation in development of the service, including facilitating forums and meetings.
- Facilitate open and effective communication with multi-professional teams, both internally and externally.

Management and Leadership

- Contribute to co-ordination of the day to day running of cancer support services, providing line management to junior staff.
- Provide supervision of and advice to junior colleagues on complex clinical and operational matters.
- Mentor junior colleagues to support development of knowledge and confidence.
- Work with HR to recruit and train volunteers, organise the volunteer rota, allocate work to volunteers, supervise day to day activities in services which utilise volunteer support.
- Adhere to policies and protocols relevant to the post, contributing to their updating and development as appropriate.
- Maintain systems and processes to promote a healthy, safe and secure working environment and maintain accurate documentation and report any concerns.

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- Contribute to the continuous improvement and development of the service, identifying areas for change / improvement and suggesting new approaches and leading implementation of 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 Form

C = Certificate

I = Interview

R = References

T = Test/Presentation

	Essential	Desirable	Assessment
QUALIFICATIONS			
Registered Healthcare Professional	X		A/C
Degree in relevant field	X		A/C
Counselling qualification/Level 2 psychological skills	X		A/C
Evidence of study within cancer care	X		A/C
Continued professional development relating to cancer	X		A/C
Full clean driving license	X		A/C
KNOWLEDGE & EXPERIENCE			
Experience of working in a multi-professional health or social care setting	X		A/I/R/T
Knowledge of community-based health and social care services	X		A/I/R/T
Experience of working with cancer patients (min 3 years)	X		A/I/R/T
Knowledge of '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	X		A/I/R/T
Knowledge and understanding of the impact of cancer commonly experienced by those affected and their families	X		A/I/R/T
Knowledge of cancer treatments, interventions and terminology	X		A/I/R/T
Experience of delivering high-quality services	X		A/I/R/T
Experience working with volunteers		X	A/I/R/T

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Knowledge of Safeguarding Adults	X		A/I/R/T
SKILLS			
Excellent communication skills	X		A/I/R/T
Ability to demonstrate compassion when dealing with highly emotive situations	X		A/I/R/T
Effective team worker	X		A/I/R/T
Excellent record keeping and written skills	X		A/I/R/T
Ability to plan and prioritise workloads and demonstrate good organisational skills	X		A/I/R/T
Ability to develop effective interpersonal relationships with service users and colleagues	X		A/I/R/T
Good observational skills	X		A/I/R/T
Excellent computer literacy	X		A/I/R/T
PERSONAL ATTRIBUTES			
Commitment to the ambitions and values of Weston Park Cancer Charity	X		A/I/R/T
Treat people with unconditional respect	X		A/I/R/T
Is compassionate and shows empathy and understanding	X		A/I/R/T
Self-motivated and able to work unsupervised	X		A/I/R/T
Comfortable in an evolving, innovative and task-focussed culture	X		A/I/R/T
Work outside normal office hours; the post will work occasional evenings on a rota basis.	X		A/I/R/T
Ability to fully participate in team working	X		A/I/R/T
Ability to reflect and learn from experiences	X		A/I/R/T
Calm and objective	X		A/I/R/T
Adaptable and able to respond to service user needs	X		A/I/R/T
Car driver and ability and confidence to travel across the South Yorkshire, North Derbyshire and Bassetlaw region in response to service need	X		A/I/R/T

How to apply

Closing date: Monday 22nd April 2024 at 9am

Interview date: W/c 29th April 2024

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