

CHIEF MEDICAL OFFICER



OUTpatients
The UK's LGBTIQ+ Cancer Charity

Hello!

Thank you for your interest in joining OUTpatients as our Chief Medical Officer.

OUTpatients began in 2020 with a simple but powerful idea: that no LGBTIQ+ person affected by cancer should have to navigate their diagnosis and treatment without being seen, understood and supported.

Born from lived experience, we've grown into the UK's LGBTIQ+ cancer charity, proudly led by and for the community we serve, working alongside NHS organisations, cancer charities, researchers and patients to make cancer care more inclusive.

We've made great progress against our strategy, but the scale of the challenge ahead means we now need to grow, and grow sustainably. You'll find the full case for that later in this pack, but in short: demand for our work keeps outstripping our capacity to deliver it, and we're determined to meet that need rather than be limited by it.

To lead that growth, we're building a Senior Leadership Team around our CEO for the first time in our history, three new roles working together to turn our ambitions into lasting change. We're looking for a Chief Medical Officer who wants to help shape that team, and this next chapter, from the ground up.

As our Chief Medical Officer, you'll be the person who gives everything we do clinical weight and credibility. Working just one day a week, you'll provide the quality assurance, clinical experience and sector knowledge that let our small team support people confidently, while acting as a trusted spokesperson who can open doors for us within the NHS and cancer networks. We do not provide any medical or clinical services.

Working closely with our incoming Chief Operating Officer and Head of Fundraising & Business Development, it's a role built on trust and influence rather than hours, and one where your clinical judgement will directly shape how safely and credibly we're able to grow.

We hope this new role will inspire someone who wants to make a real difference to our organisation and our beneficiaries, enabling us to make a lasting difference in inclusive cancer care.

Thank you again for your interest. We look forward to learning more about what you can bring to this important role and to the next phase of OUTpatients' development.

Stewart O'Callaghan
Chief Executive

Andrew Berrie
Chair

About Us

Who we are

We are OUTpatients, the UK's LGBTIQ+ cancer charity. Proudly led by and for our community, we are here to shake up the system, advocate for equity, and stand up for every LGBTIQ+ person affected by cancer.

Our passion to support others is born out of personal experience; we understand what it's like to not see yourself reflected in the services you use, and feel like you are left in the margins at a time when you most need personalised support. That is why we host peer support, educate healthcare professionals, and help to shape national policy so that nobody has to go through cancer alone.

Why do LGBTIQ+ people need a cancer charity?

LGBTIQ+ people face barriers at every stage of the cancer pathway: from diagnosis, to treatment, to psychosocial support. The result is that LGBTIQ+ people still have worse experiences and outcomes following a cancer diagnosis. As a community we face three key barriers:

- **Information:** There is a lack of information about cancer designed by and for LGBTIQ+ communities. This leads to a lack of knowledge about cancer risk and screening, and makes it harder for LGBTIQ+ people with cancer to access information and support that meets their needs.
- **Interpersonal:** LGBTIQ+ people often face negative experiences in healthcare settings, leading to medical avoidance, mistrust, and lower uptake of life-saving screenings. A lack of LGBTIQ+ specific support leaves people isolated, with partners and support networks often excluded by assumptions of heterosexuality and cisgender identity.
- **Systemic:** NHS systems are not built with LGBTIQ+ people in mind. This makes it hard to record and share information about LGBTIQ+ identity, and creates barriers to access in pathways for screening and diagnosis. Poor data collection and research makes it difficult to see where care and services could be improved for our community, and makes it difficult to identify how best to deliver personalised care.

What we do

OUTpatients exists to tackle these barriers across the cancer pathway, and provide a safe space for all LGBTIQ+ people at any stage of their cancer journey. We do this currently by:

- Providing education sessions to professionals, industry, and third sector organisations about LGBTIQ+ inclusive cancer care
- Offering peer support services to LGBTIQ+ people living with or beyond cancer, as well as to their partners and carers
- Developing bespoke campaigns and resources for our community, and influencing policy from the local to national level by engaging with professional bodies, the NHS and government.
- Co-creating information, guidelines and best practice recommendations with expert partners

Our Strategy

Our vision is for a future where LGBTIQ+ people feel included and supported on their cancer journey. From cancer screening, through treatment, and beyond all patients will experience equity in their cancer experience and outcomes.

In 2025, we published our strategy: Improving the lives of LGBTIQ+ people overlooked and underserved in cancer care; outlining the steps we'll take over the next five years to realise a cancer service that understands and actively works to improve safety, experiences and outcomes for our community.

Our strategy is built around three core touchpoints:

- Removing barriers to screening for LGBTIQ+ people
- Improving LGBTIQ+ patients' outcomes and experiences
- Improving the support available for LGBTIQ+ people



We've made great progress against our strategy, but the scale of the challenge means significant growth still lies ahead. Demand keeps outstripping capacity and the need for our support is stark: LGB+ people remain more likely to die of their cancer than heterosexual people, even in good health, while several long-standing LGBTIQ+ and health organisations around us have closed or scaled back.

We're approaching that growth in three stages:

- **Maintain and strengthen:** sharpening the services we already deliver, deepening our relationships with the clinicians, patients and organisations we work with, and making sure our current work is as effective as it can be.
- **Expansion:** reaching new places, professions and platforms with our education and resources, and diversifying how we fund our work so we're not reliant on any single source.
- **Transformation:** building the partnerships, major donor relationships and new income streams that will put OUTpatients on a sustainable footing for the long term.

To deliver this, we're building a senior leadership team alongside our CEO for the first time. We're recruiting a Chief Operations Officer, a Fundraising and Business Development lead and a Chief Medical Officer. Together, this team will lead our sustainability, growth and resilience whilst freeing up the rest of our staff to focus on what matters most: the LGBTIQ+ people we exist to support.

The position

Chief Medical Officer (CMO)

Salary	£12,000 pro rated (£60,000 FTE)
Hours	7 hours per week (preferably taken as 1 full day or 2 x half days)
Location	London / Hybrid
Contract	3-year fixed contract See Terms & Benefits section for further information.
Reporting to:	Chief Executive Officer (CEO)
Direct reports:	None
Key relationships:	Chief Operating Officer (COO), Head of Fundraising & Business Development, Education & Policy Manager, Communications & Public Affairs Manager, Engagement Lead, Peer Support Lead.

Purpose

The Chief Medical Officer is one of three new senior leadership roles we're creating alongside our CEO, the first time OUTpatients has built a leadership team of this kind. Although the role is part-time, just one day a week, its influence is not: you'll be the clinical conscience of everything we produce, and a trusted voice for LGBTIQ+ people affected by cancer within the NHS and medical establishment.

Working at the intersection of oncology and LGBTIQ+ health equity, you'll ensure our resources, training and peer support are always backed by rigorous clinical evidence and safe, reliable quality standards, giving our small team the confidence to support people safely. Beyond quality assurance, you'll act as a trusted spokesperson and policy voice, opening doors within the NHS and cancer establishment that a patient-led charity alone cannot.

Working closely with our incoming Chief Operating Officer and Head of Fundraising & Business Development, and reporting directly to our CEO, your clinical judgement will directly shape how safely and credibly we're able to grow.

Key responsibilities

Quality governance and assurance (60%)

- **Review and sign off on public health information**, patient resources, and campaigns to ensure they are oncologically accurate, up-to-date, and safely evidence-based.
- **Develop a deep understanding of LGBTIQ+ barriers in cancer care** supported by our CEO and clinical trustees.
- **Develop robust quality assurance frameworks** for the development and ongoing maintenance of OUTpatients programmes, products, information and services.
- **Develop robust, but proportional, monitoring and evaluation** for OUTpatients programmes and services. Using insights to make recommendations for service improvement, innovation and growth.
- Working with the COO, **implement business systems and processes to embed quality standards**, ensure adherence and ongoing continuous improvement.
- **Support with building the OUTpatients team's understanding of current oncological practice and outcomes**. Sharing relevant journal articles. Advising on emerging clinical data.

Service effectiveness and safety (20%)

- **Advise on safe and effective delivery of our peer support services**, establishing safe boundaries and risk-escalation protocols for patients living with or supporting those with a cancer diagnosis.
- **Embed person-centred, trauma-informed and psychologically-informed practice across OUTpatients services**. Developing practical tools and guidance to support service delivery.
- **Identify, assess and advise on the management of risks** relating to service delivery and ensure significant risks are escalated.
- **Actively promote a culture in which safeguarding is everyone's responsibility** and ensure concerns are managed and escalated

Strategic leadership (20%)

- **Act as a trusted spokesperson** for the charity on key health policy issues affecting LGBTIQ+ cancer patients and represent the charity at major medical conferences.
- **Provide expert input** into the development of relevant OUTpatients policy positions.
- Working with the Head of Fundraising & Business Development, **provide expert input into programme, product and service design and development**.

What success looks like

In your first three months, with safety as the immediate priority, you'll review our time-sensitive patient resources to make sure that outputs already in circulation are accurate, and begin mapping the clinical sector, the professional networks, policy forums and NHS relationships where OUTpatients could have real influence, so we know where to focus your time across the year.

Continuing throughout the year, you'll be a constant clinical presence behind the scenes: reviewing new materials as they're developed, providing accurate, up to date clinical information for our outputs, and supporting the team to safely triage complex patients who need specialist support or signposting.

By month six, as our incoming Chief Operating Officer and Head of Fundraising & Business Development develop our business strategy, you'll have contributed the clinical market insight that shapes it, making sure our growth plans are grounded in genuine clinical need and opportunity, not just income potential.

By the end of your first year, we'd expect you to have supported at least one substantive response to a national policy process and to be recognised as a credible clinical voice both inside OUTpatients and within the wider health system, giving the charity a level of clinical authority it hasn't had before.

Person specification

Knowledge

- **Full registration with an appropriate professional body (e.g. GMC, HCPC, GPhC etc.)**
- Experience working in healthcare with **specialist training in oncology**
- Deep understanding of the specific barriers, challenges and systemic **inequalities faced by the LGBTIQ+ community** in healthcare
- Sound knowledge of **adult safeguarding** and risk management

Experience

- **Senior clinical experience in an oncology speciality**
- **Experience in quality assurance:** delivering quality frameworks, standards and improvement plans
- **Experience in monitoring service effectiveness and quality outcomes:** designing monitoring and evaluation frameworks and methods
- **Experience putting frameworks and insights into practice:** leading improvement in operational health services

Skills

- **Strong written, verbal and facilitation skills:** Possessing an ability to translate complex clinical language into warm, accessible and inclusive information for non-clinical staff and patients.
- **Confident public speaker and organisational representative:** Holding an ability to communicate with clarity, compassion and impact, ensuring messages inspire action.
- **Strong analytical skills:** Confident using performance, safeguarding, complaints, incidents, outcomes and feedback data to identify patterns, support decisions and improve services.
- **Ability to retrieve, review, and critically appraise** clinical data, research and publications to support OUTpatients in being an up-to-date and expert voice in the sector.

Leadership style

- **Leads collectively:** Takes collective responsibility for OUTpatients' success as a member of the Senior Leadership Team.
- **Works collaboratively:** Builds trusting relationships, values different perspectives and contributes positively to a collegiate leadership culture.
- **Translates ambition:** Sets high but realistic expectations and turns strategic ambition into action and measurable impact.
- **Embraces challenge:** Is willing to question assumptions, have difficult conversations and make challenging decisions, while actively welcoming challenge from others.
- **Empowers and holds accountable:** Gives colleagues clarity, autonomy and support while maintaining appropriate accountability for delivery and outcomes
- **Leads inclusively:** Creates an environment where people feel valued, heard and able to contribute and challenge. Different perspectives and experiences are actively valued.

- **Evidence-informed and grounded in lived experience:** Uses data, research, professional expertise and lived experience to inform decisions and challenge assumptions. Can weigh different sources of evidence thoughtfully and translate insight into practical action.

Personal qualities

- **Mission-driven:** Deeply motivated by OUTpatients' purpose and committed to improving the experiences and outcomes of LGBTIQ+ people affected by cancer.
- **Integrity and authenticity:** Acts with honesty, integrity and professionalism, takes personal responsibility for their commitments and brings authenticity to their relationships with colleagues, partners and communities.
- **Emotionally intelligent:** Self-aware, empathetic and attentive to the impact they have on others, with the ability to build trust and navigate sensitive or challenging situations with care.
- **Curious and open-minded:** Brings curiosity, humility and a genuine willingness to learn, listen and change their perspective when new information or experiences challenge their assumptions.
- **Resourceful and resilient:** Positive, solutions-oriented and able to maintain momentum and perspective when faced with ambiguity, setbacks or competing demands.
- **Self-directed:** Highly self-motivated and comfortable taking initiative, working with autonomy and exercising sound judgement while knowing when to seek input or support.

Terms and benefits

Contract and salary

This role is offered on a part-time, 3-year fixed term contract. Continuation subject to funding. Salary is offered at £60,000 (FTE) pro-rated to one day per week at £12,000.

Pension

OUTpatients contributes 3%.

Annual leave

We offer all of our full-time staff 25 days annual leave plus bank holidays. Part-time staff will receive this allowance pro-rated.

Location and working arrangements

OUTpatients works on a hybrid basis in line with our flexible working principles. We invite our staff to work flexibly between their home and our office as part of an agreed schedule with the CEO.

Full-time employees work a 35-hour week and core hours of 10:00 – 16:00.

Part-time employees are requested to work in full or half-day blocks during core hours.

Benefits

We offer additional time off between Christmas Day and New Year's Day.

Our jobs include an annual salary increase (subject to performance)

We provide training options to support you in your role.

We organise at least two staff socials and outings each year.

Equity, diversity & inclusion

Working at OUTpatients

OUTpatients aspires to be representative of the communities we serve at all levels across the organisation.

We each commit to being advocates and stewards of our values at all times. We champion a culture of diversity and inclusion, and work to ensure every employee feels they belong.

We understand that we each need to take responsibility for contributing to positive outcomes, to build a healthy culture; enabling OUTpatients to be a great place to work, and ultimately, better serve our beneficiaries.

Our recruitment process

OUTpatients is committed to running an inclusive, equitable and accessible recruitment process that genuinely reflects the diversity of the communities we work with and support.

Our work brings together people from different identities, cultural backgrounds, faith traditions, and socioeconomic experiences, and we believe leadership is best when it mirrors this breadth.

We welcome applications from people with lived experience of living with cancer, belonging to the LGBTIQ+ community and from groups historically underrepresented in leadership roles. We recognise the value that comes from people whose perspectives are shaped by real-life experience of the issues at the heart of our mission.

Equity is central to our work, and this extends to recruitment. We work to remove barriers, ensuring fair access to opportunities through transparent processes, reasonable adjustments, and supportive engagement at every stage. We want all candidates to feel able to participate fully, whatever their background or access needs.