

WHAT'S THE ROLE?

RISK INFORMATION OFFICER

You'll complement the work of our Specialist Nurses by providing a high-quality telephone support service, informing undiagnosed, asymptomatic callers about the main risk factors for prostate cancer, and about the PSA blood test.

Many men, and their friends and family, don't know the risk factors of prostate cancer – and when they do, they don't know what to do next. We want a world where every man over 45 in the UK understands their risk of prostate cancer and has the tools and information to navigate it. Our [online risk checker](#) is a good place to start, but this role will be a crucial additional source of information for men and their loved ones.

This is a service pilot. The Risk Information Officer role is for a fixed term for the duration of the pilot. The possibility of a permanent role to follow is contingent on the success of the pilot.

WHAT YOU'LL BE DOING

- By telephone, offering information to asymptomatic, undiagnosed men (and their loved ones) on their prostate cancer risk (along the lines of key risk factors):
 - age
 - ethnicity
 - family history
 - BRCA gene
- Informing men at higher risk of prostate cancer how they can get a PSA test once they have made an informed choice based on the PSA counselling conversation (i.e. through their GP).
- Empowering callers to challenge their GP if they have been refused a PSA test that they are entitled to.
- Identifying when service users need a conversation with a Specialist Nurse, and redirecting them as appropriate, e.g. when they start to discuss urinary, and other possible symptoms related to prostate health.
- Signposting to other organisations and services where appropriate.
- Working closely with the Specialist Nurses and wider Support and Influencing directorate to stay up to date on prostate cancer risk management guidance.
- Collecting service user audit data and record on our CRM system.
- Reporting on the nature of contacts to the service, so that the wider charity can better understand information and support needs in relation to prostate cancer risk.

- Contributing to service-development conversations in order to ensure the success of the Risk Information Service pilot.
- Ordering publications/health information for service users.
- Although this role is predominantly telephone-based, you'll be sending follow up emails to service users too

WHO YOU ARE

- A clear communicator, with the temperament and resilience to speak with callers who may be anxious. Experience of helpline work/delivering support and information over the telephone is an advantage
- Excellent active listening skills
- Supportive and empathetic
- Able to show clear boundaries in offering support and information within the scope of the service and aligned with the charity's position
- Confident in dealing with more complex conversations, but recognise your own limitations and know when to direct onwards to the Specialist Nurses
- Working knowledge of standard IT packages including Microsoft Word, Excel and PowerPoint.
- Experienced in using a CRM system
- This is a non-clinical role, but you should have a solid understanding of the healthcare system, and ideally cancer care, in the UK
- Willing to learn basic knowledge of prostate cancer and be comfortable using appropriate terminology associated with it (eg around semen, rectal examinations, needles and biopsies)
- Have an understanding of helpline safeguarding and data protection (GDPR) guidelines
- Have a genuine passion for Prostate Cancer UK's goals
- Actively support our commitment to equity, diversity, inclusion and allyship.

YOUR ROLE: THE NUTS AND BOLTS

Your line manager: Clinical Services Senior Officer

Pay Band: 2B - Officer or Executive

Contract: Fixed Term (12 months)

Hours: 37.5 hours a week

While the charity as a whole adopts a flexible approach to working hours, this role is centred on a public-facing service with set opening hours, so scope for flexibility is limited.

Shifts: Proposed shift patterns spent on the telephone for the outset of this pilot are outlined below. These are subject to change as the pilot progresses, but the proportion of working hours spent on shift (~80%) is likely to remain stable:

Monday	9am - 1pm 2pm - 5pm
Tuesday	9am - 1pm 2pm - 4pm
Wednesday	10am - 1pm 2pm - 4pm
Thursday	9am - 1pm 2pm - 4pm
Friday	9am - 1pm 2pm - 4pm

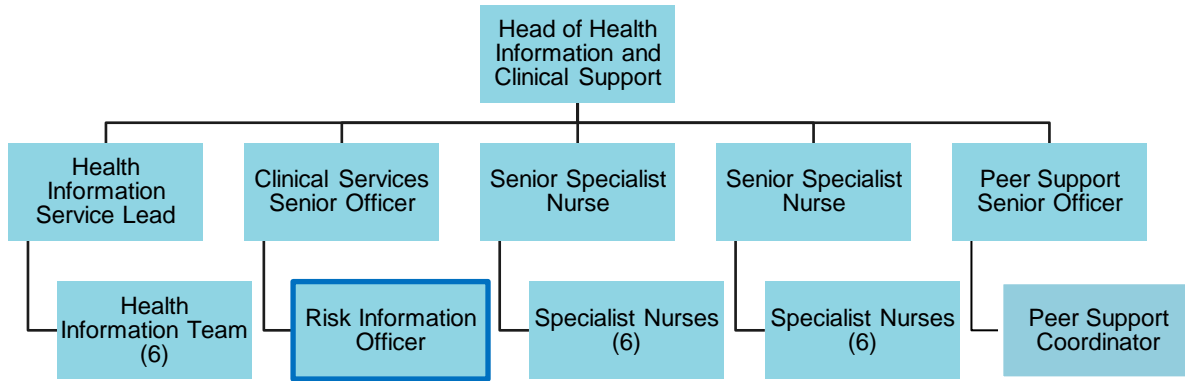
Out-of-hours: There is no out-of-hours service delivery. However, support for evening or weekend charity events will occasionally be expected.

Location: Our Head office is in London Bridge. Our services run predominantly remotely, and the charity's Hybrid Working Policy means we wouldn't expect you in the office regularly – though you are welcome to work from the office whenever you like.

During the initial training period for the role, more regular office attendance will be crucial, and thereafter periodical office attendance for collaborative work is expected.

The team has a separate, confidential workspace in the office for taking service calls.

WHERE DOES MY ROLE FIT IN THE ORGANISATION?

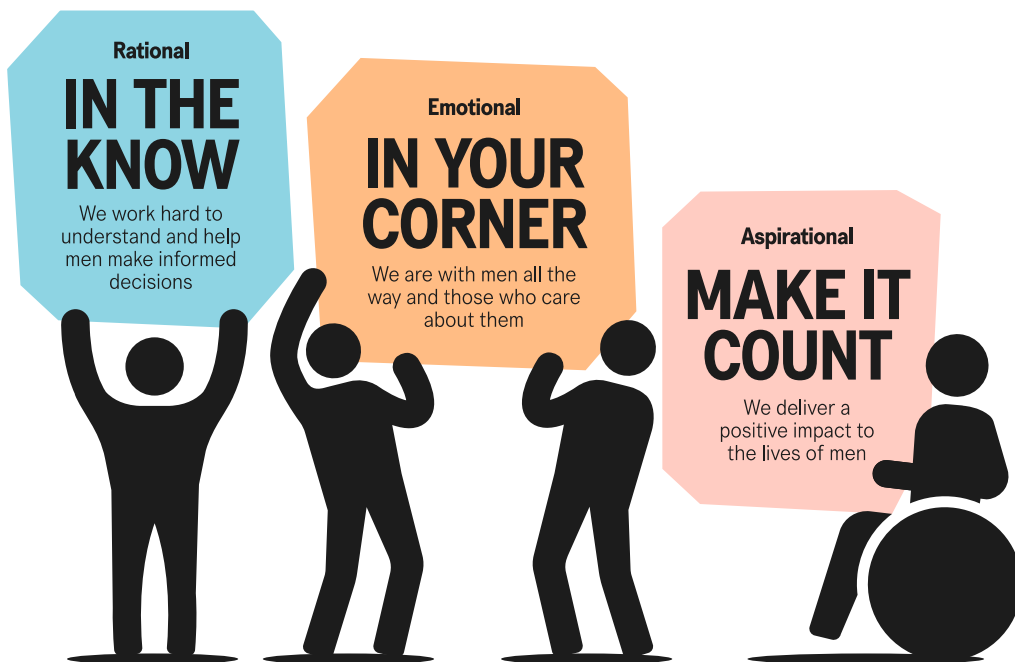


OUR CULTURE

VALUES AND BEHAVIOURS

Our values and behaviours help us make decisions, work together and guide the sorts of conversations we have on a day-to-day basis. They underpin our brand identity and give us a shared understanding of who we are and how we work together to create positive change, every day.

OUR VALUES



OUR BEHAVIOURS

RATIONAL	EMOTIONAL	ASPIRATIONAL
GENEROUS WITH KNOWLEDGE Switched on and well-connected, we share our expertise and make informed decisions.	GOT YOUR BACK Unembarrassed and reassuring, we listen, understand and stand up for those in need.	DO WHAT MATTERS Impossible to ignore, we focus on what matters to drive results and maximise our impact.
NATURALLY CURIOUS Constantly learning and hungry for knowledge, we challenge and push for answers.	OPEN TO ALL Inclusive and open-minded, we recognise everyone is unique and embrace different perspectives.	NEVER SETTLE Fired up and determined to make a difference in everything we do – and driven to give our best.

HOW TO APPLY

To complete your application, you will be asked to upload your CV and complete the supporting information section through our application portal. Please fill in parts one and two of our application for your personal statement, both have an 8000-character limit. You may wish to use a method such as the '[STAR](#)' technique or similar. When completing the statements please ensure you clearly provide a full and relevant example of how the criteria apply.

PART ONE

Please address the core/essential skills, experience and competencies required using real examples where possible and tell us in what ways you are a good match for the role.

This provides you with a great opportunity to showcase your knowledge, skills and experiences with the most important aspects of this role which will be used in reviewing and shortlisting applications:

- A clear communicator, with the temperament and resilience to speak with callers who may be anxious. Experience of helpline work/delivering support and information over the telephone is an advantage
- Excellent active listening skills
- Able to show clear boundaries in offering support and information within the scope of the service and aligned with the charity's position
- Experienced in using a CRM system
- Have a solid understanding of the healthcare system, and ideally cancer care, in the UK

PART TWO:

Please provide us with any further supporting information that you feel will benefit your application. You may want to reference the values and behaviours sections.

This provides you with a great opportunity to further support your application, showcase your understanding of the role and how you feel you will be able to contribute to the success of Prostate Cancer UK.

Apply via our [jobs page](#). If you require any adjustments or assistance, please email hr@prostatecanceruk.org

We look forward to receiving your application!