

Job Description

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| Post | Myeloma Information Specialist (permanent, full-time) |
| Job Ref | S/7 |
| Location | Flexible working from home with hub-based office days |
| Department | Lived Experience and Clinical Practice |
| Reporting to | Lead Myeloma Information Specialist |
| Responsible for | This post has no direct reports |

Job Summary

The Myeloma Information Specialist will provide a range of information and support in a variety of formats to anyone affected by myeloma including, but not limited to, patients, carers and health care professionals, in a customised, sensitive and appropriate manner

The post holder will develop, provide and monitor the Myeloma Infoline and related services including Ask the Nurse and Peer Network.

Work closely with colleagues to ensure close communication and the sharing of information and report progress and performance regularly to your line manager

As a member of the Lived Experience Team, the Myeloma Information Specialist will contribute towards the delivery of the business's strategic, operational, and departmental plans.

Key Deliverables

1. Myeloma Infoline and related services

- Contribute to the Infoline programme plan which reflects the aims and expectations of the Service Department plan
- Answer calls and respond to queries to the Myeloma Infoline
- Provide information about myeloma and related issues e.g. specific information on diagnosis, treatments, services and support agencies for myeloma patients, their families, friends and the general public, and health professionals who are supporting patients and relatives in their care

- Keep aware of research and clinical developments, trends, current opinions, guidelines and other initiatives in the field of myeloma and related conditions, including the pipeline of myeloma drugs and UK and international clinical trials in myeloma
- Follow up on calls with customised information tailored to the individual provided by email or post
- Research and respond to telephone enquiries that cannot be answered immediately, where appropriate
- Document, record and analyse statistics of all enquiries in accordance with the Myeloma Infoline Service Guidelines
- Use feedback from callers to identify strategies or actions to improve the value of discussion to callers and the related services provided by Myeloma UK
- Adhere to the standards of good practice and The Helplines Partnership accreditation quality requirements
- Write content for *Myeloma Matters*, *AL amyloidosis Matters* and articles as required
- Draft questions and answers for the Ask the Nurse email service which receives approximately 45 emails per month and to Myeloma Infoline requests requiring a written response

2. Other patient and family services activity

- Attend Support Groups, Infodays and any other patient activity of relevance and be available to present and host sessions to raise awareness and offer support as required
- Assist in the development of patient information publications as required

3. Training and support

- Undertake relevant training in the role of a Myeloma Information Specialist to remain at the forefront of service, care and information specialism
- Contribute to in-house training to assist Myeloma UK staff in developing their knowledge of myeloma and skills

4. Other

- Ensure collaboration within the Lived Experience Team to maximise opportunities for all service programmes

- Contribute to and support the Communications Team in ensuring that information about myeloma is communicated effectively to a range of target audiences by providing myeloma input into a range of general and specific media channels, such as online, print, and video
- Provide assistance and support to the Fundraising Team to maximise opportunities to engage new service users and fundraising opportunities where relevant
- Promote activities and events to raise awareness of myeloma amongst service users during Myeloma Awareness Week and other times
- Respond to and prioritise ad hoc questions and requests as they arise

5. Reporting/administration

- Undertake project planning, management, evaluation and work reporting across your area
- Work with the Lead Myeloma Information Specialist to manage programme budgets, report performance and variances and work with your line manager to forecast, reforecast and conduct contingency planning
- Collect KPI data and proactively report on performance and success to your team and the organisation regularly and as required and use the findings to make decisions to improve and develop the programme
- Prepare regular updates for team meetings on the progress of agreed plans and objectives
- Keep abreast of relevant legislation, emerging trends and best practice and work with your line manager to develop the necessary internal policies, procedures and guidelines accordingly
- Ensure that all programme plans and activities are implemented to the highest standard

6. General

Continuous improvement, developing skills, adhering to organisational quality standards, and team-work underpin all roles at Myeloma UK.

General responsibilities include:

- Adopt the Myeloma UK principles of quality management

- Be attentive to and implement organisation brand and style guidelines
- Participate in team meetings and work together with colleagues to maintain and improve knowledge and skills
- Act as a source of information and support to colleagues throughout the organisation
- Build productive working relationships with external advisers to maintain and enhance their commitment to Myeloma UK
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role
- This role will require some essential travel throughout the UK, therefore the post holder must be willing to travel. Regular travel to Edinburgh if based elsewhere will be required
- Undertake such work as may be appropriate to the post

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of Myeloma UK at any time after discussion with the post holder.

Person Specification

| Area | Essential | Desirable |
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| Qualifications & Experience | <ul style="list-style-type: none"> • Previous experience in information delivery over the telephone and in person | <ul style="list-style-type: none"> • Experience working in haematology or oncology nursing to RGN level, clinical research or healthcare background • Experience in communicating sensitively with those living with or affected by myeloma |
| Knowledge & Skills | <ul style="list-style-type: none"> • Excellent organisational, communication and IT skills | <ul style="list-style-type: none"> • Good knowledge of myeloma and its treatment |
| Personal | <ul style="list-style-type: none"> • Self motivated and dedicated team player • Commitment and desire to make a difference • Ability to manage a wide range of tasks • Flexibility and willingness to develop and expand role • Ability and willingness to attend Myeloma UK meetings and events and work outside office hours as and when required | |

Terms and Conditions

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| Post | Myeloma Information Specialist (permanent, full-time) |
| Salary | £32,743 - £35,096 |
| Probation period | Three months |
| Hours of work | <p>The standard working week comprises 35 hours, Monday to Friday.</p> <p>The post holder will be expected to assume duties outside working hours to support the delivery of their role and the operation of the organisation when required.</p> |
| Holidays | Full-time holiday entitlement is 30 days per calendar year, plus 6 public holidays. |
| Pension scheme | Myeloma UK complies with its auto-enrolment obligations and, subject to matched employee contributions, offers a 7% pension contribution to all staff. |
| Premises | Myeloma UK is situated at 22 Logie Mill, Beaverbank Business Park, Edinburgh, EH7 4HG. |