

Job description

Our charity

We're Breast Cancer Now, the research and support charity. We're the place to turn to for anything and everything to do with breast cancer. However you're experiencing breast cancer, we're here.

The brightest minds in breast cancer research are here. Making life-saving research happen in labs across the UK and Ireland.

Support services, trustworthy breast cancer information and specialist nurses are here. Ready to support you, whenever you need it.

Dedicated campaigners are here. Fighting for the best possible treatment, services and care, for anyone affected by breast cancer.

Why? Because we believe that by 2050, everyone diagnosed with breast cancer will live – and be supported to live well. But to create that future, we need to act now.

Job title	Services coordinator, secondary breast cancer
Directorate	Research, support and influencing
Team	Services
Job title of reporting manager	Services manager, secondary breast cancer
Job title(s) of direct reports	N/A
Document created (month and year)	March 2024

Overview of directorate

The research, support and influencing directorate is responsible for delivering Breast Cancer Now's strategy through our world-class research, our award-winning services and our successful campaigning. It brings together our research portfolio, our support services (including our helpline), our team of nurses, our public health and wellbeing team, and our work on policy and influencing.

The directorate has a central role in making sure we achieve our vision, that by 2050, all those who develop breast cancer will live, and live well and this cannot be achieved without the support and guidance of our partners, our supporters and those affected by breast cancer.

Thanks to the work of the directorate, we will provide support for those affected by breast cancer today and hope for the future.

Job purpose

This role will ensure the successful delivery of our services to people with secondary breast cancer, which provide information and emotional and practical support both face-to-face and online. To do this you will develop and maintain productive partnerships with a range of stakeholders, including healthcare professionals, contracted therapist facilitators and others.

Key tasks and duties

Coordinating service delivery

- Ensure the delivery of face-to-face Living with Secondary Breast Cancer groups, working with contracted therapists who facilitate the sessions
- Coordinate and support the delivery of online services for people with secondary breast cancer. This currently includes attending regular online groups facilitated by sessional therapists, coordinating and hosting Speakers Live sessions, moderating our online programme and Live Chat
- Working with your manager and other colleagues, plan and deliver our specialised services for younger women with secondary breast cancer. This currently includes attending occasional Younger Women with Secondaries Together residential events and Younger Women Together with Secondaries Online
- Working with your manager and other colleagues, contribute to the development, delivery and evaluation of new or potential services, adopting a 'test and learn' approach to ensure they meet users' needs and our quality standards
- Maintain accurate and up to date data in line with our operating procedures and Breast Cancer Now policy.
- Complete associated administrative processes in a timely and accurate way, including checking and logging invoices, contracts for venues and therapist facilitators, and event pro formas.
- Delegate appropriate administrative work to the services support team, ensuring all tasks are completed in line with agreed deadlines and our service standards are maintained

Working with others

- Negotiate and complete contractual arrangements with appropriate venues, ensuring that they are fit for purpose and we provide a safe environment for our service users
- Plan and source regular speakers for face-to-face group and online speaker sessions, ensuring they deliver quality support and information, in line with Breast Cancer Now standards
- Work with your manager and colleagues to recruit, train and support suitable sessional therapist facilitators, ensuring that our services are delivered in line with the agreed service model and quality assurance framework.
- Build effective working relationships with therapist facilitators, maintaining regular contact
- Work with your manager and colleagues to ensure, as far as possible, that all our scheduled services can take place, providing cover where reasonable

- Work with the volunteer hub to recruit, train and support volunteers, ensuring they are fully equipped to fulfil their roles
- Implement effective service feedback processes

Increasing our reach

- Work with your manager and other colleagues to increase the reach and uptake of our online and face-to-face services, working within agreed marketing and service promotion guidelines
- Develop and maintain successful relationships with healthcare professionals and other external stakeholders to promote our services and increase engagement and referrals
- Work closely with other members of the services development and delivery team across the UK to provide a seamlessly integrated range of services, cross-referring clients to other services as appropriate.
- Promote secondary breast cancer services within the organisation to raise awareness of our work.
- Work with colleagues to identify and implement actions or processes which enable our services to be accessible and inclusive (such as our Access Fund or reasonable adjustments)

General

- Work collaboratively and productively with colleagues across the services team and the wider charity, sharing learning and best practice
- Present a positive impression of Breast Cancer Now's services and the charity to internal and external stakeholders.
- Recognise and promote equality and inclusion across our services and in your working practices.
- Attend internal and external meetings as required.
- Maintain and improve competencies through continuous professional development, attending training as required.
- Adhere to all Breast Cancer Now's policies and procedures
- Travel throughout the UK and work outside of normal office hours including staying overnight, during the evenings and at weekends when required and with notice.
- Undertake any other duties that are within the scope and remit of the role and as agreed with your manager.

Person specification

Experience

It's **essential** for you to have the following experience:

	Method of assessment	
	Shortlist	Interview
Planning and delivering information, health or other support services, preferably both face-to-face and online	x	
Building and managing a variety of relationships with different stakeholders, including service users, permanent and contract staff, and volunteers		x
Building and maintaining relationships with professionals who are busy, short on time and have competing priorities	x	x
Providing support and guidance to 'arms-length' stakeholders such as contract staff and/or volunteers	x	x
Negotiating with external stakeholders		x

It's **desirable** for you to have the following experience:

	Method of assessment	
	Shortlist	Interview
Working with health or social care professionals	x	
Delivering services for underrepresented individuals and communities		x

Skills and attributes

It's **essential** for you to have the following skills and attributes:

	Method of assessment	
	Shortlist	Interview
Excellent organisational and time management skills, including the ability to work on your own initiative, prioritise workload, manage conflicting priorities and meet tight deadlines	x	x
Excellent oral and written communication skills, with an ability to relate sensitively to a wide range of people	x	x
Facilitation or presentation skills	x	
Ability to work as part of a busy team, and with other teams across different geographical sites		x

Confidence in working and negotiating with other professionals and stakeholders	x	x
Resilience and confidence in dealing sensitively with unexpected situations or service users experiencing distress, including when working alone, off-site or online		x

Knowledge

It's **essential** for you to have the following level of knowledge:

	Method of assessment	
	Shortlist	Interview
Good working knowledge of IT systems including Microsoft Office (Word, Excel and Outlook) and case management systems / databases	x	
Knowledge and understanding of the challenges faced by people affected by secondary breast cancer or other life-limiting illness, or people with complex health or life circumstances	x	
Knowledge and application of the principles of equality, diversity and inclusion to your work		x
Understanding and application of current data protection legislation	x	

It's **desirable** for you to have the following level of knowledge:

	Method of assessment	
	Shortlist	Interview
Knowledge or experience of UK healthcare systems and the current challenges they face	x	
Knowledge and understanding of safeguarding policy and procedure	x	

Role information

Key internal working relationships

You'll work closely with the following:

- Services manager, secondary breast cancer
- Coordinators, secondary breast cancer services
- Services support team
- Volunteer hub

Key external working relationships

You'll work closely with the following:

- Healthcare professionals
- Contracted therapists
- Cancer support and health organisations

General information

Role location and our hybrid working model	<p>This role is based in our London office. However, our hybrid working model allows you to work up to 3 days per week at home. The other days will be primarily based in:</p> <p>Ibex House, 42-47 Minories, London EC3N 1DY (open Monday to Thursday)</p>
Induction	<p>It's important you have a positive induction experience and therefore, you'll be asked to consider coming into the office and perhaps travelling more frequently during your initial period of employment. This will enable you to get to know your manager and team colleagues quicker. This also allows you induction process to be meaningful and comprehensive, allowing for support to be provided more readily. Thereafter you will be able to follow the hybrid working model as described above.</p>
Hours of work	35 per week
Contract type	Permanent
Medical research	We fund medical research of which some may involve the use of animals. Our aim is to save lives

	and our research using animals is only when they're no alternatives.
Conflict of interests	You'll be obliged to devote your full attention and ability to your paid duties. You shouldn't engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.
Immigration, Asylum and Nationality Act 2006	You shouldn't have any restrictions on your eligibility to indefinitely work or reside in the UK.

How to apply - Guidance

We hope you choose to apply for this role. In support of your application and in addition to you completing the application form, you're also asked to provide a supporting statement. When doing so please ensure you refer to the essential criteria on the person specification and clearly provide as much information as possible with examples to demonstrate how and where you meet the criteria.