

## 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 if 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.

<b>Job title</b>	Services worker, Someone Like Me
<b>Directorate</b>	Research, support and influencing
<b>Team</b>	Services
<b>Job title of reporting manager</b>	Services manager, Someone Like Me
<b>Job title(s) of direct reports</b>	Not applicable
<b>Document created (month and year)</b>	March 2024

### Overview of directorate

The research, support and influencing directorate is responsible for delivering Breast Cancer Now's work, through our 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 health and patient information, 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.

## **Overview of the Someone Like Me service**

The Someone Like Me service matches people affected by breast cancer to a trained volunteer who has experienced similar situations and concerns and is there to help. The telephone and email service is open to people who have had a primary diagnosis, partners and family members of those affected and people who have an increased risk of developing breast cancer due to an inherited altered gene. The volunteer will understand the issues they're facing – whether it is concerns relating directly to the cancer, its treatment or to the physical or emotional impact on any area of life.

## **Job purpose**

To ensure the successful delivery of our Someone Like Me peer support service, efficiently and sensitively arranging the best possible match between service users and volunteers.

To support the effective delivery of this personalised service you will assist with the recruitment, training, coordination, and support of volunteers involved in its delivery.

## **Key tasks and duties**

### **Service delivery**

- Act as a point of contact for service users, ensuring their concerns are appropriately assessed and that they are supported effectively, including referral to our other services. This may include people diagnosed with breast cancer, partners or family members and people who have an increased risk of developing breast cancer due to an inherited altered gene.
- Identify the priorities and key concerns of people accessing the Someone Like Me service as appropriate and ensuring they are matched effectively with the most appropriate volunteer to provide telephone or email support.
- Maintain confidential accurate records of activity in a timely and effective way, ensuring that our practice complies with all data protection and data collection requirements and that confidentiality is maintained.
- Complete necessary administration associated with the delivery of Someone Like Me, such as arranging and rearranging calls, keeping records of service use and facilitating evaluation to ensure the service runs efficiently and effectively.
- Ensure quality standards for the service are maintained, as agreed with the services manager, Someone Like Me and the services leadership team.
- Work closely with colleagues in the services team, and other teams across the UK to provide a seamlessly integrated range of services, cross-referring service users to other services appropriately.

- As required, support the services manager, Someone Like Me and work with other colleagues in services team to promote the Someone Like Me service, in line with the wider organisational strategy.

### **Volunteer support**

- As required by the services manager, Someone Like Me, work with the volunteer hub and other colleagues to recruit, train and support volunteers to deliver the Someone Like Me service.
- Maintain effective working relationships with volunteers, providing support as required.
- Organise, develop and deliver high quality online training modules for new and existing volunteers (working with the services development manager, Someone Like Me).
- Provide regular reviews of activity with individual volunteers, ensuring that volunteers' contribution is valued and recognised, and the service is delivered consistently and to the required standard.

### **General**

- Work collaboratively and productively with colleagues across the services team and the wider charity.
- Present a positive impression of Breast Cancer Now's services and the charity to internal and external stakeholders.
- Recognise, respect and promote equality and inclusion across our services and in your working practice.
- Adhere to all Breast Cancer Now's policies and procedures.
- Attend internal and external meetings as required.
- Maintain and improve competencies through continuous professional development, attending training as required.
- 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
• Experience of delivering support services, preferably in a health or social care setting or to sensitive or vulnerable groups	/	/
• Experience of delivering training or presentations to groups, preferably online	/	/
• Experience of working with volunteers	/	/
• Experience of working with a diverse range of individuals and groups	/	/
• Demonstrable experience of using Microsoft Office (specifically Outlook, Word, Excel and PowerPoint) and case management systems	/	/

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

	Method of assessment	
	Shortlist	Interview
• Experience of working with people who are experiencing emotional distress	/	/
• Experience of delivering support services which use telephone and email as the main method of communication	/	

### Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
• Excellent oral and written communication skills particularly telephone and presentation skills	/	/
• Ability to deal sensitively with distressed individuals whilst maintaining professional boundaries with service users and volunteers	/	/
• Ability to show tact and discretion when dealing with sensitive and confidential information		/
• Excellent organisational and time management skills	/	/

• Confidence in dealing with unexpected situations that may arise because of the uncertain nature of breast cancer		/
• Excellent IT skills including the ability to touch type and confidence to find solutions to common IT related problems	/	/
• Willingness to undertake training to contribute to personal and professional development	/	
• Willingness to work variable hours, with very occasional evening and weekend work	/	

## Knowledge

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

	Method of assessment	
	Shortlist	Interview
• An understanding of and commitment to implementing current data protection regulations	/	
• A commitment to equality, diversity and inclusion and an application of those principles to this work		/

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

	Method of assessment	
	Shortlist	Interview
• Understanding of the issues faced by people affected by breast cancer	/	
• Knowledge of UK healthcare systems	/	

## Role information

### Key internal working relationships

You'll work closely with the following:

- Services team
- Volunteer hub
- Nursing and health information team
- Business support team

### Key external working relationships

You'll work closely with the following:

- Service users
- Volunteers
- Health care professionals (occasionally)

### General information

<b>Role location and our hybrid working model</b>	<p>This role is based in our Sheffield 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>St James House, Vicar Lane, Sheffield S1 2EX (open Monday to Thursday)</p> <p>The days you work in the office will be agreed with your manager.</p>
<b>Induction</b>	<p>It's important you have a positive induction experience and therefore, you'll be asked to consider coming into the office 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>
<b>Hours of work</b>	<p>35 hours per week - Monday to Friday, 9:00am until 5:00pm, including 1-hour unpaid lunch break each day.</p>
<b>Contract type</b>	<p>Permanent</p>
<b>Medical research</b>	<p>We fund medical research of which some may involve the use of animals. Our aim is to save lives</p>

	and our research using animals is only when they're no alternatives.
<b>Conflict of interests</b>	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.
<b>Immigration, Asylum and Nationality Act 2006</b>	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.