

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	Support officer, Here for You
Directorate	Research, support and influencing
Team	Services
Job title of reporting manager	Development manager, Here for You
Job title(s) of direct reports	Not applicable
Document created (month and year)	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.

Job purpose

To support the day-to-day operation of Here for You, the personalised referral programme at Breast Cancer Now. Working closely with the development manager, Here for You, to contribute to the delivery and expansion of Here for You. This includes:

- Being responsible for day-to-day operations of Here for You.
- Recruiting, supporting and coordinating volunteers involved in the delivery of the programme.
- Supporting engagement work and acting as a first point of contact for healthcare professionals.
- Collaborating with colleagues across Breast Cancer Now teams especially primary and secondary support services and the business support team.

Key tasks and duties

Delivery of the programme

- To ensure the smooth day to day running of Here for You with healthcare professionals, hospitals, NHS Trusts and Cancer Alliances. This includes the signing of data sharing agreements, completion and coordination of data protection impact assessments and making sure that operational processes are completed efficiently, and issues are resolved.
- To make initial calls, three month and six month follow up calls to people referred into Here for You.
- To implement regular evaluation processes to ensure high quality standards are monitored and maintained as agreed with the services development manager, Here for You.

Healthcare professional engagement

- To lead on developing and maintaining effective relationships with healthcare professionals and NHS partners. This includes working closely with the patient experience team, and the primary and secondary services teams to align approaches and ways of working.
- Attend multi-disciplinary team meetings when required, to facilitate and present at meetings, evaluate feedback and share data.

Geographical expansion

- Proactively make new contacts with healthcare professionals, hospitals, NHS Trusts and Cancer Alliances to reach more people.
- Explore expanding into Wales, Scotland and Northern Ireland.
- To work with the Here for You Lived Experience Project Group to get their input in how we best approach our expansion plans.

Volunteer coordination

- To support volunteers in line with our volunteer policy and within our best practice.

Working across the organisation

- To ensure that the Here for You key messages are communicated effectively across all teams.
- To work with the primary and secondary services managers to proactively seek opportunities

to collaborate and find opportunities to deliver a cohesive offer.

Databases

- To ensure that the customer record management databases are kept up to date.
- To ensure that our referral platform is managed efficiently for volunteers by collaborating closely with the services business support team.

General

- To be an effective and proactive member of the services team and the wider charity, working collaboratively and productively with colleagues.
- To demonstrate a commitment to equality, diversity and inclusion and proactively promote an inclusive environment in your working practices.
- To maintain and improve competencies through continued professional development, attending training as required.
- To occasionally travel throughout the UK and work outside of normal office hours, during the evenings and weekends.
- To adhere to all Breast Cancer Now's policies and procedures.
- To undertake any other duties that are within the scope and remit of the role and as agreed with your manager.

Person specification

Qualifications and experience

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

	Method of assessment	
	Shortlist	Interview
Of working across multiple teams internally and externally at the same time	x	x
Of working with people from different backgrounds, including vulnerable adults	x	x
Of delivering or supporting projects and services	x	x
Of project management, especially monitoring and evaluating projects	x	

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

	Method of assessment	
	Shortlist	Interview
Of working in the health and social care sector	x	
Of working with volunteers	x	x
Of working in a logical, organised way, using learning and reflection	x	
Of co-production or service user involvement	x	x

Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
Excellent verbal and written communication skills, including confidence in delivering phone calls and listening to, assess and respond to people's needs	x	x
Excellent organisational skills, including prioritising workloads and meeting deadlines	x	x
Ability to multi-task and work in a collaborative and friendly way across multiple teams	x	x

Ability and confidence to work in a hybrid working model (which allows you to work up to 3 days per week at home)		x
Confidence and ability to use databases to collect and interpret data for reports	x	
Confidence in making presentations to groups and individuals online and in person	x	

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

	Method of assessment	
	Shortlist	Interview
Willingness to enhance professional development	x	
Willingness to travel throughout the UK and to work varying hours, including occasional weekend and evening work if required.		x

Knowledge

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

	Method of assessment	
	Shortlist	Interview
Excellent computer literacy, including good working knowledge of Microsoft Office and different customer record management systems	x	
An understanding and commitment to equality, diversity and inclusion	x	x
An understanding of and commitment to current data protection legislation	x	

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

	Method of assessment	
	Shortlist	Interview
Knowledge of the UK healthcare system and cancer pathways	x	
Knowledge and understanding of the challenges faced by people affected by breast cancer or other life-limiting illness.	x	x

Role information

Key internal working relationships

You'll work closely with the following:

- Here for You team
- The primary and secondary breast cancer services teams
- Patient experience team
- Services and business support teams
- The nursing, health information and healthcare professional engagement team

Key external working relationships

You'll work closely with the following:

- NHS partners and healthcare professionals
- People affected by cancer
- Referral platform provider

General information

Role location and our hybrid working model	<p>This role can be based in any of our 4 offices located in Cardiff, Glasgow, London or Sheffield. 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> <p>Robertson House, 152 Bath St, Glasgow G2 4TB (Open Wednesday and Thursday)</p> <p>St James House, Vicar Lane, Sheffield S1 2EX (Open Monday, Tuesday, Wednesday and Thursday)</p> <p>or</p> <p>1st Floor, 14 Cathedral Road, Cardiff CF11 9LJ (Open Monday, Tuesday and Wednesday)</p>
Induction	<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.</p>

	Thereafter you will be able to follow the hybrid working model as described above.
Hours of work	35 per week, Monday to Friday
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.