



**Blood  
cancer  
UK**

## Support Service Nurse

We are looking for a positive people-focussed and forward-thinking Support Services Nurse, with substantial recent/current experience in haemato-oncology at Band 6 or above, to join our team and provide high-quality information and support to people affected by blood cancer.

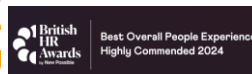
Working via a range of mediums including phone, email, social media and online community forum across a 6-day-a-week service, you will play a central role in working towards our mission of being the generation to beat blood cancer.

We welcome applications to work full time or part time, minimum 28 hours a week, please specify the hours you wish to work in your cover letter.

The closing date for this exciting opportunity is: **9am on 14 May 2024.**

*Please note that we may bring forward the closing date at our discretion.*

*Blood Cancer UK values diversity and is an equal opportunities employer*





## **WHY WORK AT BLOOD CANCER UK?**

We started because of Susan, we'll get there because of you.

Blood Cancer UK was started by one family who lost their daughter, Susan, to blood cancer, and that history and sense of family continues to shape who we are today. When you join Blood Cancer UK, you don't just become an organisational employee – you become part of a collaborative community dedicated to funding research into beating blood cancer that includes some of the most inspiring people you'll ever meet.

And we're not that far away from beating blood cancer. We're confident we can do it within the next generation, and this makes us hugely ambitious and gives us a sense of real urgency. It also means we're changing quickly as an organisation as we constantly challenge ourselves and strive to become more and more effective. This pace of change means working here isn't for everyone. But if you're excited by the chance to work in a fast-paced, agile and supportive environment with the focus and ambition to beat blood cancer this could be the place for you! We focus on results rather than time spent at a desk, so we deliver more for people affected by blood cancer.

Blood Cancer UK offers the chance to work for and with people affected by blood cancer, and the opportunity to advance your career and develop your skillset whilst taking on exciting new challenges and making your mark.

## **ABOUT US**

We are Blood Cancer UK, and we want to change the world for all blood cancer patients. Every year we stop more people dying of blood cancer and our researchers are even working to stop people developing blood cancer in the first place.

We're the UK's specialist blood cancer charity and our vision is clear: we're here to beat blood cancer and we've been working to do this since 1960.

We fund world-class research; provide information and support to patients and their loved ones; and raise awareness of blood cancer. Since 1960 we have invested more than £500 million in blood cancer research in the UK. Where we've invested, survival rates and quality of life have improved.

We're proud to say that UK blood cancer research leads the world, thanks to the money we've been able to invest because of our supporters and fundraising. But we still have so much more to do: blood cancer is the 5<sup>th</sup> most common cancer and sadly it is the 3<sup>rd</sup> biggest cancer killer in the UK claiming more lives than either breast or prostate cancer.

We improve the lives of blood cancer patients with cancers such as leukaemia, lymphoma and myeloma because we believe everyone should be able to live their life to the full. We've been working to beat blood cancer for over 50 years and we won't stop until we do. Be a part of our story and help us change the world.

## **OUR VALUES**

Our values inspire us, and guide our decision making and actions. We will ask all shortlisted candidates about their connection to our values at interview stage, so please make sure that our values resonate with you before applying.

### **Striving for results:**

We are determined, focussed on a clear vision. We are motivated, practical and passionate to do all we can to make the lives of those affected by blood cancer better and to ultimately find a cure for blood cancers.

### **United as a family:**

We are one caring family. We work together to raise funds and awareness, to inform and look after people affected by blood cancer. We value each other's contribution. We work as one.

### **Standing in others' shoes:**

We have empathy, we listen, we see things from the perspective of others. We take ownership to address issues and solve problems. We do all we can to help and support others.

### **Making knowledge count:**

We are experts in our field. We share our knowledge and use our expertise to help get the best outcomes for those affected by blood cancer. We build understanding.

## **AGILE WORKING**

Working agile means we changed from having a culture where people are expected to be in the office from 9am to 5pm to one where we're much more focused on what they deliver. We've built a positive culture where autonomy, trust, wellbeing and flexibility allow us to recruit and retain the very best people.

Above all, agile working is about treating people like adults. If you want to go to your child's assembly or a personal appointment and make up the time later, then fine. If you have a report to write and want to spend the day in a coffee shop because that's where you do your best work, that's fine, too.

Equally, there will be times when you'll put in extra hours during a busy period, and for some of us working in the office means we perform our roles to the best of our ability. We also have colleagues with roles which mean they hardly ever work in the office. Agile means we can all balance trust and autonomy with responsibility and accountability.

Underpinning this are our organisational agile principles, which are:

- We focus on delivering outcomes for people affected by blood cancer, whether that be in person or virtually
- We create spaces for our people to do their very best work
- We connect in person when it matters to deliver for people affected by blood cancer
- We provide collaboration and spaces for our staff, teams and supporters
- We make good use of virtual working
- We constantly review these principles and adjust them always making sure we continually deliver for people affected by blood cancer

Within each team, there are practical agile resources and principles, which give everyone a framework to make values based decisions on when and where they work from.

This approach means better work-life balance, making it easier for us to attract brilliant people, and to make sure that once they're here they want to stay. And becoming more focused on the results will mean we deliver more for people affected by blood cancer.

We work in an agile way because it will help us deliver more for people with blood cancer. This is because:

- We have the ability to make decisions about the most effective way to achieve our targets
- Agile working allows for better work-life balance = better recruitment and better retention of staff
- It supports diversity and wellbeing within the workplace – e.g. non-neurotypical employees, mental health, extroverts and introverts
- One size doesn't fit all! We're all different, with different strengths
- We want everyone who works at Blood Cancer UK to be able to thrive at work, and do the best work they possibly can

Please talk to us about this if you'd like to discuss how it might work for the role you are applying for, either before you apply, or as part of the application process. For the majority of our roles, you can choose whether and how often you work in our offices. Some roles will require travel to ensure you can fully deliver the role. This is specified in the role description below. As an organisation, we all meet up in person for our all-staff Away Days.

## Travel expenses

For the majority of roles, your contractual place of work will be one of our offices. Very few of our roles require staff to work from an office, and so individuals are able to choose where they wish to live. For travel expenses purposes, this means that we do not pay for travel into your contractual place of work (your commute). And if you have to travel to another location for your role, you'd be able to claim the difference between a normal journey to your contractual place of work, and the new location.

Majority of our roles can be performed hybrid which means you will be required to **attend the office 1-2 days per month or 3-6 days per quarter**. Travel costs to your contracted office will be at your own expense.

## JOB DESCRIPTION AND PERSON SPECIFICATION

Role	Support Services Nurse	Location	London/Hybrid (occasional travel to London office expected each quarter).
Contract Type	Permanent, full-time (35 hours per week)	Contract Length	n/a
Salary	£41,000 - £45,000 per annum (dependent on experience)	Intended start date	2 <sup>nd</sup> September 2024

### CONTEXT

We are looking for a people-focussed and forward-thinking Support Services Nurse to join our team and provide high-quality information and support to people affected by blood cancer. Our services are provided remotely, so we can support people across the UK, via phone, email, social media and our online community forum.

We are proud to offer a 6-day-a-week service to people affected by blood cancer, so we are looking for someone who enjoys working flexibly. We all work some evening, weekend and bank holiday shifts at set times across any given month, offset by midweek shifts off.

The main parts of this role include:

#### Service delivery

In this role you will provide direct support to people diagnosed with blood cancer and their family and friends, answering calls and responding to emails to provide practical and emotional support to our service users. You'll also help moderate our online community forum and social media channels. You will have the time and expertise to help people find the information and support that's right for them, empowering them to work well with their healthcare team and make a real difference in how they manage their blood cancer pathway.

#### Sharing expertise

Your clinical expertise and experience as a nurse will be invaluable when supporting people with blood cancer, and will also be a helpful source of information for other teams in the organisation. You'll often need to communicate and share the real-life experiences of the blood cancer community with the wider charity to help shape our work.

You'll also have opportunities to change things for blood cancer patients by being involved in external meetings or presentations, media/press requests and working closely with our Policy team.

### Service improvement

A key part of this role is taking shared ownership with the rest of the team over developing and improving our support services, for example around team processes, data collection, equality diversity and inclusion, or digital ways of working. We are looking for someone who is forward-thinking, open to new ideas, and happy thinking creatively about new ways of getting support and information out to our blood cancer community.

In this role you'll be working directly on our charity's mission – to stop people dying from blood cancer in the future and to support those living with it today. Our services are also a vital way in which we'll meet our strategy goal to reach 75% of people diagnosed with blood cancer with support by 2028.

### NMC registration

As a Support Services Nurse you'll need to retain your registration with the NMC in this role. We have a Nursing team that can facilitate your re-validation. Along with the Support Services Manager, your Nursing colleagues can support you to achieve continuous practice development whilst working within the charity. We can give you more information about who can act as your confirmer, reflective discussions, ongoing training and development, and any other elements needed to retain registration.

### KEY RELATIONSHIPS

Reports to	Support Services Manager
Line management responsibilities	None at present
Key relationships	<p><b>Internal contacts:</b></p> <ul style="list-style-type: none"> <li>-other Support Services Nurses</li> <li>-Senior Support Services Nurse</li> <li>-Senior Digital Support Services Officer</li> <li>-Clinical Trials Support team</li> <li>-Health Information team</li> <li>-Policy, Campaigns and Engagement</li> <li>-Marketing and Comms teams</li> <li>-Digital team</li> <li>-Supporter Relations team</li> </ul> <p><b>External contacts:</b></p> <ul style="list-style-type: none"> <li>-Volunteers and Ambassadors</li> <li>-Forum Support Volunteers</li> <li>-Nurses Network and Healthcare Professionals Network</li> <li>-Clinical Advisory Panel</li> </ul>

## **MAIN RESPONSIBILITIES**

### **Service delivery**

- Take and return support line calls providing helpful and professional information and support to service users on a range of practical and emotional issues.
- Answer emails and social media queries from service users providing support and information.
- Moderate online community forum, keeping users safe in a supportive environment while encouraging them to engage with each other.
- Record all contacts and cases accurately within our database so we can report on statistics and impact.
- Adhere to all support services policies and procedures, and be aware of the boundaries that are in place.
- Maintain your NMC registration.

### **Sharing expertise with the organisation**

- Provide blood cancer expertise to the rest of the organisation.
- Plan and deliver training on blood cancer topics to other teams in the organisation.
- Support longer-term projects across the organisation which require clinical input and contribute to Blood Cancer UK's strategy and mission.

### **Service improvement**

- Develop and improve our support services, eg team processes, data collection, equality diversity and inclusion.
- Contribute to the development of new, innovative nurse-led services, think creatively about new ways of getting support out to our community.
- Support our Clinical Engagement Manager to build relationships with external healthcare professionals and promote our services to hospitals.
- Attend external events as required to represent Blood Cancer UK and promote our information and support services.

## **THINGS WE ALL DO**

- Promote Blood Cancer UK's vision, mission and core values.
- We're all fundraisers. This is slightly different for all roles, and your team will have fundraising KPIs and objectives we all work to.
- Attend and assist at Blood Cancer UK events and activities as required (NB this involves evening and weekend work).
- Be an effective ambassador for Blood Cancer UK at any activity.
- Adhere to Blood Cancer UK's policies and procedures.
- Do any other reasonable things your manager needs you to do.

## PERSON SPECIFICATION

<b>Essential skills knowledge and experience</b>
Essential health sector knowledge and experience:
Registered NMC nurse
Substantial recent/current experience in haemato-oncology at Band 6 or above
Understanding of the needs of blood cancer patients and their loved ones
Experience working with vulnerable adults needing support across different mediums
Knowledge and understanding of the NHS and health and social care issues
Working knowledge of data protection, confidentiality, and safeguarding policies
Essential skills and strengths:
Excellent written and verbal communication skills, able to communicate effectively over emails, short messages and telephone
Good ICT literacy, including experience of handling data in a CRM system or similar
Open-minded and creative when thinking about service improvements
Enthusiasm for using insight and data to inform decision-making and service improvement
Happy to work remotely and flexibly, including some evening and weekend shifts

We are committed to actively promoting equality, diversity, and inclusivity. Read our statement which reflects our strong drive to change in this area:

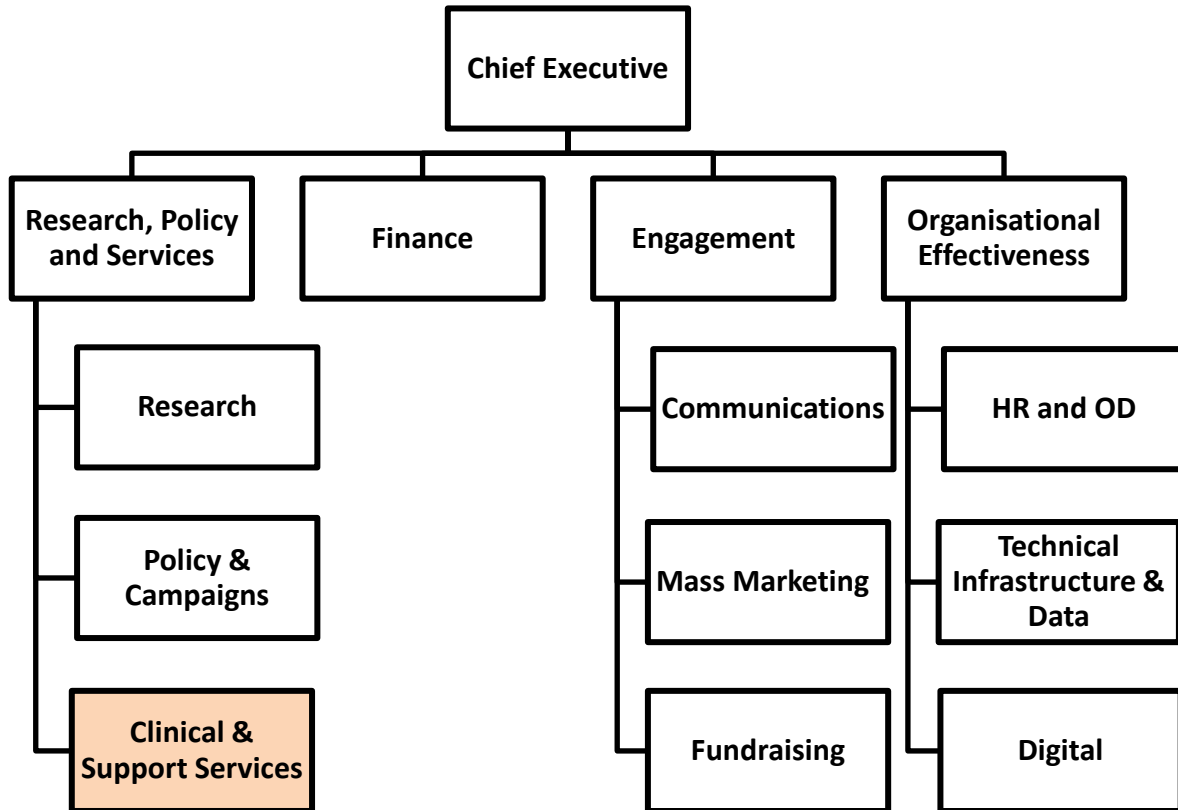
<https://bloodcancer.org.uk/about-us/equality-diversity-commitment/>

To this end we would welcome approaches from individuals from underrepresented groups, including minority communities, and applicants with a disability, to better reflect the community we serve and help broaden our perspectives.



## THE TEAM ORGANOGRAM

Now you have read about the role, to help you get a better feel of where it sits in Blood Cancer UK, here is a simplified organogram.



## SHORTLISTING AND INTERVIEWS

Blood Cancer UK is an equal opportunities employer and we are committed to ensuring all applications are treated fairly. If you're shortlisted for a role, you'll receive an invitation to the next stage, which might be either a telephone interview, or a face-to-face interview. We'll send you all the details you need. We usually have a maximum of a three-stage process if you're shortlisted.

We're a part of the disability confident scheme and will guarantee to interview candidates with a disability whose application meets the minimum criteria of the role as detailed under the person specification.

If you require any reasonable adjustments to be made as part of the application process, please email us on [recruitment@bloodcancer.org.uk](mailto:recruitment@bloodcancer.org.uk) and we'll discuss this further with you.

We'll always let you know the outcome of your application. We'll also always give feedback to anyone who is shortlisted and interviews with us. Usually, we're unable to provide feedback to anyone who doesn't get to interview stage.

### To apply:

We ask you to send us a CV and cover letter via our recruitment system. The link is on our vacancy page. In your cover letter, we'd like to know why you're interested in working with us at Blood Cancer UK. It's also helpful if you tell us why you think you are a great candidate for this role. Your cover letter doesn't have to be too long, 1-2 pages is ideal.

We use a blind shortlisting process for initial applications. This means that when you apply, the hiring manager cannot see any of your personal details, for example, your name, your contact details, or any equality and diversity data that you provide. Our recruitment system takes care of this, so you can just upload your CV as normal. It's easier for our system to read CVs which don't have any additional formatting. So if you can, avoid adding symbols, or pictures into your CV.

### FOR FURTHER INFORMATION ABOUT US

See our website [www.bloodcancer.org.uk](http://www.bloodcancer.org.uk)

### THE GOOD STUFF WORKING AT BLOOD CANCER UK

Apart from all the hard work we do, there are some really good benefits to working at Blood Cancer UK. Here are just a few:

<p><b>Annual leave</b> Entitlement is 30 days per year, in addition to bank/public holidays. In addition, we all have an annual entitlement of five wellbeing days per person.</p>	<p><b>Personal development</b> Development is really important to us and there are a variety of options available to staff at Blood Cancer UK.</p>
<p><b>Family leave</b> We offer enhanced pay during maternity, paternity and shared parental leave.</p>	<p><b>Interest free season ticket loan</b> We pay for the ticket and you repay the money out of your monthly salary.</p>
<p><b>Pension</b> When you join us we'll automatically enrol you onto our pension scheme, which is run by Aegon. This can be increased through length of service.</p>	<p><b>Agile working</b> We value results and outcomes and support this with an agile working policy. Where and when you work is managed by you.</p>
<p><b>Employee Assistance Programme</b> Offers support information, expert advice and specialist counselling to help you prepare for life's predictable milestones.</p>	<p><b>Ride2work scheme</b> This allows you to obtain a new bike to use to ride to work. You can then repay it through your salary.</p>
<p><b>Life assurance</b> Although we don't like to think about it, should something happen to you while working for Blood Cancer UK we have life assurance for staff.</p>	<p><b>Interest-free loan</b> This allows you to take an interest-free loan of up to £1,000, and repay this over up to 12 months through your monthly salary</p>