

Job Description

Our charity

We're Breast Cancer Now, the charity that's steered by world-class research and powered by life-changing care. We're here for anyone affected by breast cancer, the whole way through, providing support for today and hope for the future.

If we all act now, by 2050, we believe everyone who develops breast cancer will live and have access to the care to live well.

Job title	Clinical Nurse Specialist, Service Development, Helpline and Ask Our Nurse
Directorate	Research, Support and Influencing
Team	Nursing
Job title of reporting manager	Senior Clinical Nurse Specialist, Helpline and Ask Our Nurse
Job title(s) of direct reports	N/A
Document created (Month and Year)	March 2021

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.

Overview of the team

There are currently nine nurses in the substantive team. They include an Associate Director, Senior Clinical Nurse Specialists and Clinical Nurse Specialists. There is also a sessional Helpline team made up of nurses (7) and Helpliners (3).

The substantive nursing team is responsible for authoring health information resources, providing clinical leadership for the organisation and giving information and support to anyone affected by breast cancer or breast health concerns by phone and email.

Professional development is encouraged and supported. As well as opportunities to attend conferences, our nurses receive training to undertake a variety of client services to ensure they retain client contact and keep up to date. We also provide extensive training around all aspects of the job role.

Job purpose

The Clinical Nurse Specialist, Service Development, Helpline and Ask Our Nurse, will act as a resource for Breast Cancer Now, clients, healthcare professionals and the wider public on breast cancer and breast health and support the day to day running of the Helpline and Ask Our Nurse service. The role includes service delivery and development, media work and healthcare professional training. The postholder will also work closely with the services team in the planning of services that support people with primary breast cancer, for example our Moving Forward courses and the Someone Like Me team.

The post holder will provide information and support to clients (approximately three days per week) regarding breast awareness, those with breast cancer or benign breast conditions and anyone affected by these including family and friends. This is through our Helpline and Ask Our Nurse service phone, email and social media. They will also author health information, take part in quality monitoring of services and be one of our press spokespeople.

The post holder will coordinate the day to day running of the Helpline and Ask Our Nurse Service with the support of an administrative assistant and Senior Clinical Nurse Specialist for the Helpline and Ask Our Nurse service. They will ensure that staff are supported and assist with any issues that may arise throughout the day.

The post holder must be prepared to travel throughout the UK and to occasionally work varying hours. The Helpline service is run throughout the week, and on Saturday mornings (the latter of which is optional). Team training usually occurs twice a year on Saturdays. There will be a combination of home and office-based working from our central London office.

Key tasks and duties

Communication

- To work on relevant Breast Cancer Now services, including the Helpline and Ask Our Nurse services (responding to phone, email, website and social media enquiries), providing information and support about all aspects of breast health and breast cancer.
- To act as a team leader, supervising the daily practice of the Helpline and Ask Our Nurse team.
- To communicate clinical and press updates to the team that may impact on enquiries and service demand.
- To work with the Breast Cancer Now press office – answering questions or sourcing information, assisting with statements and interviews as required.
- To maintain confidentiality.

Personal and People Development

- To read and keep informed of current developments in breast cancer and breast health.
- To keep up-to-date on a national and global perspective on health care policy and provision within breast cancer.
- To be competent in most IT and administrative tasks and maintain accurate records.
- To contribute to the induction of all new starters to the team.
- To present training sessions, webinars and social media live sessions about breast cancer for staff, healthcare professionals, people affected by breast cancer and volunteers at Breast Cancer Now.
- To attend/contribute to conferences or external training courses as required.
- To be an effective member of the clinical team, presenting a positive impression of the team and the service.
- To recognise, respect and promote the different roles and diversity of the individuals within the team.
- To reflect on feedback from the team and adapt as necessary.
- To contribute to written clinical updates within the nursing team.
- To assess own educational, professional and personal needs as part of the appraisal process.
- To be responsible for maintaining own portfolio of revalidation evidence for the Nursing and Midwifery Council.
- To attend six weekly group supervision sessions.

Service Improvement

- To contribute to the improvement and new service development of the Helpline and Ask Our Nurse services in conjunction with the Senior Clinical Nurse Specialist, Helpline and Ask Our Nurse service to ensure that service users have innovative ways to engage with Breast Cancer Now.
- To work closely with the Services team in the planning of services that support people with primary breast cancer for example our Moving Forward courses.
- To act as an expert resource for other nurses and Helpline staff, to ensure their work is evidence based and their knowledge is up-to-date.
- To act as an internal resource for staff.
- In conjunction with the Senior Clinical Nurse Specialist, Helpline and Ask Our Nurse service, support, develop and mentor the sessional Helpline team.
- To work with colleagues from other teams to contribute to health information production.
- To liaise with relevant internal teams and working groups.

Quality

- To take part in the quality monitoring processes for the Helpline and Ask Our Nurse service.

- To maintain Helpline and Ask Our Nurse templates for our most frequently asked questions.
- To hold responsibility for clinical content of own Helpline calls and Ask Our Nurse enquiries.
- To work within the Nursing and Midwifery Council Scope of Professional Practice and Code of Conduct and maintain own registration.

General

- To work collaboratively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds, where the work of others is valued and respected.
- To attend internal and external meetings, and training as required.
- Adhere to Breast Cancer Now's Health, Safety and Wellbeing Policy and Procedure.
- 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 is **essential** for you to have the following qualifications and experience:

- Registered General Nurse
- Relevant qualification in cancer or breast care nursing, either stand-alone or as part of degree studies
- Current or very recent experience of working directly with breast cancer patients
- Formal or informal teaching to a variety of audiences

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

- Giving information and support by telephone and/or email as well as face to face.
- Researching and writing health information

Skills and Attributes

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

- Excellent interpersonal, written and verbal communication skills
- Ability to work collaboratively as part of a team and on own initiative
- Ability to manage projects and meet deadlines
- Ability to show tact and discretion when dealing with sensitive and confidential information
- A willingness and able to work variable hours, with occasional weekend and evening work and to travel within the UK
- An understanding of and commitment maintaining confidentiality regarding client and colleague information
- A passion for Breast Cancer Now's vision and mission
- A commitment to, and understanding of, issues relating to equality of opportunity and the ability to implement change in this area

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

- An understanding of issues relevant to working in the charity sector

Knowledge

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

- Able to demonstrate excellent knowledge of benign breast disease, breast cancer, treatment and recovery
- Competent in the use of IT systems

Role Information

Key internal working relationships

You will work closely with the following:

- Nursing team
- Sessional team
- Helpline and Ask Our Nurse Service Coordinator
- Services team
- Publishing team
- Press, PR and Celebrity team
- Policy, Evidence and Influencing team
- The wider Research, Support and Influencing directorate members

General information

Location of role	Please note that currently Breast Cancer Now is following Government guidelines regarding working from home. Although the role is based in London the expectation is that once restrictions are eased we will follow a blended approach between office and home working. The address of the London office is Ibex House, 42-47 Minories, London EC3N 1DY
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 there are no alternatives.
Conflict of interests	You will be obliged to devote your full attention and ability to your paid duties. You should not 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 should not have any restrictions on your eligibility to indefinitely work or reside in the UK.