

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	Support Officer, Here for You
Directorate	Research, Support and Influencing
Team	Services - Personalised and Specialist Support Services
Job title of reporting manager	Project Manager, Here for You
Job title(s) of direct reports	N/A
Document created (Month and Year)	November 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.

Job Purpose

To support the development and delivery of the Here for You personalised referral service, working closely with the Project Manager, Here for You. This includes:

- Being responsible for day-to-day operations.
- Training, supporting and coordinating volunteers involved in the delivery of the service.
- Supporting engagement work and acting as a first point of contact for healthcare professionals.

Key Tasks and Duties

Service Delivery

- Support the expansion and long-term strategy of Here for You, by ensuring processes are sustainable and as streamlined as possible.
- Ensure the smooth day to day running of the service, ensuring operational tasks are completed efficiently and issues are resolved.
- Ensure quality standards are monitored and maintained, as agreed with the Project Manager and the Services Leadership Team.
- Implement agreed evaluation processes, ensuring they are appropriate and contribute to reports as required.
- Organise and facilitate focus groups for service users, volunteers, and healthcare professionals.
- Contribute to evaluations by collating data and preparing written reports for internal and external stakeholders.
- Contribute to the ongoing development of Here for You, and work with the Project Manager to identify service improvements.

Healthcare Professional Engagement

- Act as a first point of contact for hospitals signed up to Here for You, to ensure successful delivery of the service, including facilitation of meetings, gaining feedback, sharing evaluation data and helping to resolve operational issues.
- Assist in developing and maintaining effective relationships with healthcare professionals and NHS partners, considering how these relationships can be maximised to benefit the Here for You service and to promote the wider work of Breast Cancer Now.
- Support engagement activity and ensure all engagement is recorded and monitored, to help evaluate its impact and to guide the ongoing engagement strategy.

Volunteer Coordination

- Organise the recruitment, training and supervision of volunteers, ensuring all volunteers are fully trained and competent to deliver the service.
- Develop the Here for You volunteer role and work with the Volunteer Hub to improve volunteer experience, ensuring we attract and retain volunteers of a high standard.
- Work with the Volunteer Hub to develop and implement a quality assurance framework, to ensure that standards are maintained, and the service is delivered consistently in accordance with the agreed service model.
- Deliver Here for You volunteer training and monitor its effectiveness, ensuring training needs are met and skills are developed.
- Organise and lead regular volunteer support sessions to aid volunteers' personal development and safeguard their wellbeing.
- Act as a point of contact for Here for You volunteers, providing support, guidance and helping to resolve issues where necessary.

Working Across the Organisation

- Ensure that the purpose and progress of Here for You is communicated internally, sharing successes and seeking opportunities to collaborate.
- Work with the Services Support Team and other support staff to ensure admin tasks are successfully completed in line with agreed deadlines and outcomes.
- Work closely with other members of the wider Services Team across the UK to ensure Here for You provides a joined-up approach, and service users are offered a full range of services.
- Work closely with the Volunteer Hub in the recruitment, training and support of volunteers.

General

- To be an effective member of the Services Team and the wider charity, working collaboratively and productively with colleagues.
- To present a positive impression of Breast Cancer Now's services and the charity to internal and external stakeholders.
- To recognise, respect and promote equality and inclusion across our services and in your working practices.
- To attend internal and external meetings as required.
- To maintain and improve competencies through continuous professional development, attending training as required.
- To abide by all Breast Cancer Now's policies and procedures, codes of conduct and practices.
- To adhere to Breast Cancer Now's Health, Safety and Wellbeing Policy and Procedure.
- To travel throughout the UK and to occasionally work outside of normal office hours, during the evenings and weekends.
- 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:

- Experience completing complex admin tasks with minimum supervision.
- Experience of developing strong relationships with a wide variety of stakeholders, including internal and external colleagues, associated professionals, volunteers and service users.
- Experience of supporting the delivery of services for people with health and social care needs.
- Experience of supporting or working closely with volunteers and/or volunteer services.
- Experience of monitoring and evaluating services, including collecting qualitative and quantitative evidence from surveys and focus groups.

Skills and Attributes

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

- Excellent organisational and time management skills, including the ability to use own initiative, prioritise workloads and meet tight deadlines.
- Excellent oral and written communication skills and an ability to deal confidently with a wide range of people.
- Facilitation or presentation skills or willingness to develop skills in this area.
- Ability to identify opportunities for service and process improvement.
- Ability to work on own initiative and as part of a team, as well as with other teams across different geographical sites.
- Ability to adapt to change when required.
- Confidence in dealing with unexpected situations and problems that arise.
- Willingness to enhance personal and professional development.
- Good working knowledge of IT systems including Microsoft Office (Word, Excel and Outlook) and case management systems.
- Willingness to travel throughout the UK and to work varying hours, including occasional weekend and evening work if required.

Knowledge

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

- An understanding of equality, diversity and inclusion and an application of those principles to this work.
- Understanding of, and commitment to, current data protection legislation.

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

- Knowledge and understanding of the challenges faced by people affected by breast cancer or other life-limiting illness.
- Knowledge of the breast cancer patient pathway.
- Knowledge or experience of UK healthcare systems and cancer services, and the current challenges they face.

Role Information

Key internal working relationships

You will work closely with the following:

- Project Manager, Here for You
- Volunteer Hub
- Services Development Coordinators
- Services Support Team
- Wider Services Team

Key external working relationships

You will work closely with the following:

- NHS partners and healthcare professionals
- Volunteers
- People affected by breast cancer.

General information

Location of role	Although the role is based in our Sheffield office, Breast Cancer Now will be following a blended approach between office and home working with a minimum of 2 days per week in the office for full-time staff members. The address for the Sheffield office is: St James House, Vicar Lane, Sheffield S1 2EX.
Hours of work	35 per week, Monday to Friday
Contract type	Fixed term until 31 December 2022
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.