

Team leader, Someone Like Me

Directorate

Research, support and influencing

Team

Personalised support services

Reporting manager

Services manager, Someone Like Me

Direct reports

Services workers, Someone Like Me x3

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.

Overview of the 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

This role has been created to contribute to the delivery and day-to-day management of the Someone Like Me service which provides peer support to people affected by primary breast cancer as well as their family and friends, and those who have inherited an increased genetic risk of developing the disease.

You will manage the work of a small number of Breast Cancer Now staff and a large cohort of volunteers based across the UK, working to ensure the successful delivery of Someone Like Me. You will also contribute by efficiently and sensitively arranging the best possible match between service users and volunteers.

Key tasks and duties

Service Coordination

- Coordinate the delivery of the Someone Like Me service ensuring it meets service users' needs and is of high quality.
- Support and guide the team of service workers, Someone Like Me to deliver the service in line with the agreed service models and quality standards. This will include managing the staff task rota, allocating calls, and monitoring day-to-day tasks.
- To work with the services manager, Someone Like Me and the service workers, Someone Like Me to ensure that the service is being delivered as efficiently as possible.
- Ensure we maintain excellent records of activity, respecting confidentiality and conforming to current data protection regulations, including ensuring data is stored and used effectively and that the team is adequately supervised and supported.
- To contribute to the design of new processes and other changes that will further develop the Someone Like Me service

Service delivery

- As the team leader you will be expected to contribute to the arranging of Someone Like Me calls and associated tasks. You will 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.
- 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

Staff and volunteer management

- Undertake line management responsibilities such as recruitment, facilitating regular team meetings, supervision and appraisals, developing objectives and ensuring outcomes are achieved.
- Support staff with day-to-day tasks and challenges which may include IT troubleshooting and handling complaints.
- Coordinate the effective recruitment, induction, training and support of volunteers for the Someone Like Me service, ensuring that volunteers are appropriately trained and supported.
- Maintain effective working relationships with volunteers, providing support as required.

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.
- Attend internal and external meetings as required.
- Maintain and improve competencies through continuous professional development, attending training as required.
- Occasionally work outside of normal office hours, during the evenings and weekends.
- Adhere to all Breast Cancer Now's policies and procedures.
- Any other duties within the scope and remit of the role, as agreed with your manager.

Person specification

Qualifications and experience

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

	Method of assessment	
	Shortlist	Interview
Experience of coordinating the delivery of services, preferably support or information services and/or in a health or social care setting	x	x
Experience of delivering or organising training (preferably online) to groups of people	x	x
Experience of managing staff or volunteers	x	x
Experience of working with a diverse range of individuals and groups	x	x
Demonstrable experience of using Microsoft Office (specifically Outlook, Word, Excel and PowerPoint) and case management systems	x	

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

	Method of assessment	
	Shortlist	Interview
Experience of working with colleagues across different geographical sites or through hybrid working		x
Experience of working with people who are experiencing emotional distress	x	x
Experience of delivering support services which use telephone and email as the main method of communication	x	

Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
Excellent organisational and time management skills, including the ability to manage conflicting priorities and meet tight deadlines	x	x
Excellent oral and written communication skills, including presentation skills	x	
Excellent IT skills including the ability to touch type and confidence to find solutions to common IT related problems	x	x
Ability to lead and motivate others	x	x
Ability to work on own initiative and as part of a wider team	x	x
Ability to deal sensitively with distressed individuals whilst maintaining professional boundaries with service users and	x	x

volunteers		
Resilience when working with vulnerable people or those affected by life-limiting illness		x
Willingness to work variable hours, with very occasional evening and weekend work	x	
Confidence to deal calmly with unforeseen incidents, including when working alone		x

Knowledge

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

	Method of assessment	
	Shortlist	Interview
Knowledge of, and commitment to, the importance of maintaining confidentiality regarding personal information	x	
Knowledge of the issues involved in delivering services which are accessible to all and commitment to applying equality, diversity, and inclusion principles to the work	x	x

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

	Method of assessment	
	Shortlist	Interview
Knowledge and understanding of the issues faced by people affected by breast cancer	x	x
Knowledge and understanding of the value and principles of co-production, and an application of those principles to this work	x	x

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

Role location and our hybrid working model	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 St James House, Vicar Lane, Sheffield S1 2EX (open Monday to Thursday)
Induction	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.
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's 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

	<p>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.</p>
Immigration, Asylum and Nationality Act 2006	<p>You shouldn't have any restrictions on your eligibility to indefinitely work or reside in the UK.</p>
Our commitment to equity, diversity and inclusion	<p>We're committed to promoting equity, valuing diversity and creating an inclusive environment – for everyone who works for us, works with us, supports us and who we support.</p>

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.

Job description dated December 2024

Find out more about us at
breastcancer.org

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