

## JOB DESCRIPTION

<b>Job title</b>	Moving Forward Facilitator
<b>Accountable to</b>	Services Development Manager
<b>Location</b>	Staffordshire (Stoke-on-Trent and Stafford) and Cumbria (Carlisle and Whitehaven)
<b>Salary</b>	£20 per hour
<b>Contract</b>	Annual (self-employed)
<b>Hours</b>	Variable

### About the merged charity

Breast Cancer Care and Breast Cancer Now have united to create one charity for everyone affected by breast cancer. From April 2019, we'll be the UK's first comprehensive breast cancer charity. From research to care, our new charity will have people affected by breast cancer at its heart — providing support for today and hope for the future. United, we'll have the ability to carry out even more world-class research, provide even more life-changing support and campaign even more effectively for better services and care.

Together, we believe that, by 2050 everyone who develops breast cancer will live and receive the support they need to live well now.

### About the Moving Forward Facilitator role

The Moving Forward Facilitator will support the Services Development and Delivery Team, which is responsible for developing and delivering a range of services, working in partnership with the NHS, voluntary and statutory organisations in locations across the UK.

The role entails facilitation of our Moving Forward courses, which offer information and emotional support and bring people with breast cancer together. The three or four-week courses are currently delivered in partnership with NHS hospitals across a range of locations with session topics delivered by local expert speakers. The Moving Forward Facilitator will represent Breast Cancer Care, facilitate the group interaction and ensure that the course and sessions run smoothly.

In order to work effectively in a changing environment, flexibility is required from the post-holder. Any other tasks that may be requested will be at the same level of responsibility and terms and conditions of employment.

As services are delivered across various locations, the post-holder may be required to travel and to

work varying hours within an agreed geographical area. Moving Forward Courses usually run between two – four times per year within each area. We are looking for people based locally to Staffordshire (Stoke-on-Trent and Stafford) and Cumbria (Carlisle and Whitehaven).

## **YOUR RESPONSIBILITIES**

### **PREPARATION AND SET UP**

- Initial liaison with the Services Development and Delivery Team with regards to preparation and set up of the course
- Storage of course materials
- Setting up the venue for the start of each session (refreshments, seating, IT equipment etc.)
- Ensuring patient information and resources are displayed and available to all participants
- Liaise with Breast Cancer Care volunteer to establish shared responsibilities for the day
- Welcoming and registering course participants on arrival, ensuring people feel at ease and addressing any initial concerns
- Welcoming speaker and address any 'on the spot' issues and or concerns
- Ensuring all Breast Cancer Care paperwork is completed and safely stored
- Dealing with any queries from clients and providing relevant information at the course

### **SESSION FACILITATION**

- Ensuring sessions start on time and keep to time
- Present an introductory session, outlining the aims of the course, introducing self and volunteer, sharing housekeeping guidelines
- Opening each session and introducing speakers
- Facilitate the group discussion as appropriate, including question time
- Ensure each session adheres to Breast Cancer Care speaker briefs and follows Breast Cancer Care's 'line'
- Talking about other Breast Cancer Care's services and signposting to local services as necessary
- Closing the session and thanking the speaker and volunteer

### **POST-SESSION**

- Assisting participants to complete evaluation forms and collection of same
- Clearing the venue and packing away resources and paperwork
- Ensuring participants are aware of details of next session
- Completing reports and other monitoring paperwork
- Feedback any immediate issues and/or concerns to the Services Development and Delivery Team
- Debrief with volunteer and highlight actions or concerns

### **GENERAL**

- Providing support and supervision to volunteer(s) assisting with the session
- Dealing with any unforeseen issues or difficulties according to Breast Cancer Care's policy and procedures
- Liaising with the Services Development and Delivery Team regarding follow up information or any other issues
- Ensuring quality standards are maintained, as agreed with the Services Development and Delivery Team

- To be an ambassador for Breast Cancer Care and to liaise with local health care professionals, speakers and other NHS staff as required, ensuring effective working relationships
- To attend information workshops and other meetings as required
- To operate within the organisational equal opportunities policy framework and implement the policy within this area of work
- To adhere to the breast cancer care data protection and health and safety policies and procedures

## **PERSON SPECIFICATION – ESSENTIAL CRITERIA:**

### **KNOWLEDGE AND EXPERIENCE**

- Experience of facilitating groups
- Experience of delivering training or educational courses in a health or social care setting
- Experience of working with people affected by cancer/ other life-limiting long-term conditions or other vulnerable/sensitive groups

### **PERSONAL ATTRIBUTES AND SKILLS**

- Warm, approachable and able to put people at ease
- Confident communicator, both orally and in writing, with excellent presentation skills
- Excellent organisational and time management skills
- Understanding of and commitment to equal opportunities and the willingness to apply this to the work
- Having a problem solving approach and being reactive to change
- The ability to relate comfortably to a diverse range of people
- Good working knowledge of IT systems including Microsoft Office (in particular Word, Excel and Outlook)

### **BEHAVIOURS**

- A passion for Breast Cancer Care's vision and mission
- A team player who is collaborative
- A commitment to and understanding of issues relating to equality of opportunity and the ability to implement change in this area
- Ability to show tact and discretion when dealing with sensitive and confidential information
- A willingness to work variable hours, with occasional weekend and evening work and to travel within the UK

### **DESIRABLE CRITERIA:**

- Experience of developing and maintaining relationships with health or social care professionals
- Experience of working in the voluntary sector (paid or unpaid)
- An understanding of the issues faced by people affected by breast cancer