

**Bra-Fitting Service Co-Ordinator**

**Job Description**

**Job Title:** Bra-Fitting Service Co-Ordinator

**Responsible To:** Therapeutic Services Manager

**Location:** Belfast Based / Venues across Northern Ireland as and when required

**Hours:** 28 Hours per Week

**Contract:**  Fixed-Term Contract for 2 Years Starting January 2022

**Salary**: Salary Band: £23,866 - £28,221 Pro Rata

**Overall Purpose of Post**

To lead on the development of Cancer Focus NI’s specialist bra and swimwear Fitting Service for women with breast surgery. The role involves service co-ordination and development across Northern Ireland, including service provision as well as volunteer management across a number of outlets. Reporting, recording data, stock management and supporting service user involvement are all significant aspects of the role.

**Key Responsibilities:**

**Service Co-Ordination and Improvement**

* To develop and deliver outreach clinics, review local need and support existing partnerships across Northern Ireland.
* To support the recruitment, induction and mentoring of bra-fitting volunteers, working closely alongside volunteering colleagues to comply with all relevant policies.
* To develop a training plan for volunteer bra-fitters and ensure quality assurance across outlets.
* To support the development of relationships with health professionals working in cancer care and information services.
* To liaise with suppliers and maintain and develop key relationships with relevant corporate partners.
* To promote the Fitting Service and signpost to wider Cancer Focus NI services to ensure maximum uptake of the service in line with strategic objectives.
* To lead on the development of policies and procedures for the service which are standardised across the various outlets.

**Service Delivery**

* To measure and fit women post breast surgery with specialist bras and swimwear.
* To deal sensitively with women using the service providing an empathetic and professional service.
* To adhere to relevant confidentiality policies and GDPR guidelines.
* To be responsible for stock management across a range of sites and have robust processes for monitoring stock and products across the service.
* To follow relevant health and safety policies and always maintain a safe environment, including the development of ongoing risk assessments.
* To record sales accurately and provide detailed information for management reporting outcomes and identify trends across the service.
* To process sales, including cash, card payments and telephone transactions in line with internal financial policies.
* To maintain records in accordance with recording procedures.
* To liaise with management, funders and internal colleagues regarding sales figures and invoicing.

**Service User Involvement**

* To provide a person-centred service taking account of the needs of women post-surgery to provide a reassuring and sensitive service.
* To review current evaluation tools to accurately assess the patient’s experience and develop processes to measure progress against service outcomes.
* To ensure that the patient’s voice is adequately heard and reflected in service provision through recommendations to enhance service user engagement and satisfaction.
* To support collection of case studies to ensure service users’ views help to inform future service provision and influence wider strategic objectives.
* To liaise with the Communications Team and colleagues across the organisation to promote the service in line with wider Cancer Focus NI’s strategic objectives.

**Quality Assurance and Governance**

* To record necessary assessment data and ensure that a strict Data Protection Policy is adhered to ensure it is stored confidentially in line with best practice in GDPR principles.
* To adhere to guidance around Adult Safeguarding procedures and other relevant organisational policies.
* To follow all internal financial policies and volunteer led outlets are compliant with financial processes.
* To ensure volunteers are adequately supported and the service complies with good practice in terms of AccessNI checks, training and volunteer development.
* To adhere to Cancer Focus NI’s policies and procedures, ensuring fitting room areas and equipment are properly maintained and materials are disposed off safely after use; ensuring strict hygiene procedures at all times.
* To represent Cancer Focus NI at external events and meetings as required.
* To undertake any other duties as may reasonably be expected.



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Person Specification

The Person Specification shows essential skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post. Therefore, please address in completing the Application Form, each criterion listed in the specification, drawing upon all your experience, whether at work or on a voluntary basis.

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Educated to degree level | * Have a health and social care qualification with experience of working in a cancer speciality environment |
| **Experience** | * Minimum of two years’ retail experience at Supervisor level or above * Experience of stocktaking, ordering and liaising with suppliers * Experience of completing Sales Reports * Experience of administrative and ICT systems | * Experience of bra-fitting * Experience of working with cancer patients * Experience of working in the voluntary sector * Experience of working with volunteers |
| **Skills** | * Excellent written and verbal communication skills * Ability to maintain strict confidentiality and appropriate boundaries in all matters related to their work * Ability to manage and monitor a varied workload with competing priorities * Ability to work with people with complex needs * Ability to build good working relationships with individuals and organisations | * Knowledge of how to signpost to other services * An understanding of how cancer impacts on a patient and their family * Ability to recognise distress or anxiety |
|  | **Essential** | **Desirable** |
| **Personal Qualities** | * The ability to offer a compassionate and empathetic service to women dealing with the impact of surgery * Flexible attitude towards working hours to meet clients’ needs and as demanded by the requirements of the job * Ability to work well alone and unsupervised as well as within a team * Ability to use own initiative * Enthusiasm, drive and commitment to continuous improvement |  |

Applicants will hold a full, current driving licence and have access to the use of a car or some other appropriate form of transport to carry out the duties of the post.

This Job Description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.