



Recruitment Information Pack

**Therapeutic Services
Manager**





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Introduction

Dear Applicant

Thank you for your interest in the role of

Therapeutic Services Manager


at Cancer Focus Northern Ireland. This Information Pack includes information about Cancer Focus NI, sets out the process for recruitment and outlines the qualifications, skills and experience we are seeking.

Cancer Focus NI is a local voluntary organisation that aims to eliminate cancer, where possible, and reduce its impact on our society. We were Northern Ireland's first cancer charity and in 2019 we celebrated our 50th Anniversary. Since our founding we have had four main pillars of endeavour: **cancer prevention, services to people affected by cancer, funding local cancer research and campaigning and advocacy work.** While we have stayed true to our founding principles, how we have delivered on our mission has grown and developed over the years.

We invite you to read through this Information Pack and understand more about the role and the person we are looking for. If you wish to apply for this role, please ensure you submit an up-to-date, accurate copy of your CV before the application deadline.

The change and impact we make is defined about how we work and what we value. If you feel you have the relevant skills, qualifications, experience and shared values base for this role, we would very much welcome your application.

Yours faithfully

A handwritten signature in black ink, appearing to read 'R. Spratt', followed by a horizontal line.

Richard Spratt
Chief Executive

Cancer Focus NI

Our Story to Date

Cancer Focus NI was established in 1969 initially to fund cancer research in Northern Ireland. The founding members very quickly realised that while local cancer research was needed, there was a similar pressing need to inform the public about the causes of cancer and how they could reduce their risk.

There were also people living with the disease for whom there were few options for support and advice. It was likewise recognised that to deliver real change we need effective public health policies and provision.

The four pillars of endeavour were thus formed and still shape our work today. The charity was originally called the Ulster Cancer Foundation. We changed our name in 2012.

Our Vision

A future where cancer is a manageable disease.

Our Mission

Cancer Focus NI is a local charity that aims to eliminate cancer, where possible, and reduce its impact on our society.

Its four main pillars of work are care services, research, prevention, public campaigns and advocacy.



Cancer Focus NI

What We Do

Care Services

Our Aim

To provide a range of care services and information to meet the needs of all those affected by cancer

Cancer Research

Our Aim

To promote and support internationally competitive, high quality local research into the causes, treatment and prevention of cancer

Cancer Prevention

Our Aim

To reduce the risk of our citizens developing cancer and promote its early diagnosis

Campaigning and Advocacy

Our Aim

To raise public and professional awareness of cancer issues and influence policy makers to improve cancer services and public health policy.

Cancer Focus NI provides services to people directly affected by cancer and health promotion services to the general public.

Services include counselling for patients and family members, family support to children and young people whose parent or other significant adult has cancer, a Freephone nurse led helpline, creative therapies, a patient driving service and bra-fitting for women who have undergone mastectomy.

Prevention services include smoking cessation, Keeping Well, a mobile project offering one to one health checks, information and signposting in communities and workplaces and the schools project with health promotion interventions linked to the national curriculum from nursery school to post-primary.

Our Values

Caring, welcoming

We welcome everyone affected by cancer and anyone at risk of cancer demonstrating an inclusive, caring and empathetic approach to our beneficiaries. We strive to place the user of our services at the heart of all that we do.

Recovery

We offer hope, empowerment, self-responsibility and a meaningful role in life for people affected by cancer. We support, empower and enable individuals and communities to deal with the impact of a cancer diagnosis and to make informed decisions to reduce their cancer risk.

Ethical

We are honest, transparent, professional and accountable in all our activities

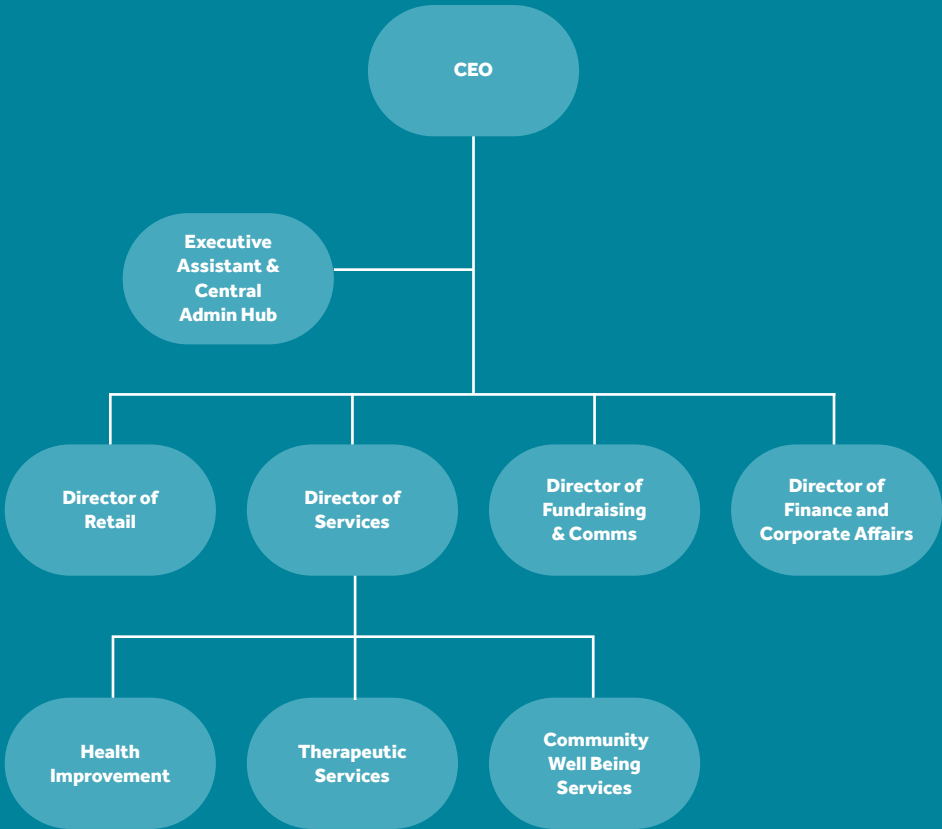
Focused on Excellence

We strive towards continuous improvement, showing leadership, positivity, creativity and innovation.

Committed to Partnership

We are committed to working with other agencies, locally, nationally and internationally to eliminate cancer, valuing teamwork both internally and externally.

Organisational Structure



Job Description

Therapeutic Services Manager

Hours:	35 hours per week
Location:	40 - 44 Eglantine Avenue, Belfast / Remote
Remuneration:	£41,846 - £46,495

Overall Purpose of Post

The Therapeutic services manager is responsible for the strategic oversight and management of the therapeutic services provided by Cancer Focus NI including Counselling, Family Support, Art Therapy, Bra Fitting and Nurse Line services.

The role involves operational line management support for each of the therapeutic teams as well as sessional staff and volunteers supporting each service. Ensuring the voice of service users is integrated into service provision is also a key aspect of this role. The post holder will also contribute to service development and promoting good practice in service provision, evaluation and quality assurance working closely alongside the Head of Services.

Key Responsibilities

Managing Therapeutic Services

- Operational line management and overall leadership of the following: counselling staff; family support service; art therapy, bra fitting and nurse line service. This also includes support for volunteers, placements students and sessional staff associated with each service.
- Ensuring adequate support, supervision and staff wellbeing is prioritised for the therapeutic team.
- Budget management for therapeutic services and allocation of grants obtained for sessional staff for services.
- To ensure that contract and funding requirements are met including completion of reports and statistics.

Service Development

- To support the senior management team with the strategic development of Cancer Focus therapeutic services, including increasing service provision and geographic expansion of services.
- To assist with the sustainability of Cancer Focus therapeutic services, including assisting with funding applications, assisting with tenders, liaising with procurers of services etc.
- To coordinate and make recommendations around therapeutic group work support including development of online patient support groups.
- To support the planning and development of the infrastructure of Cancer Focus therapeutic services team in line with increased services.

Service Evaluation and Quality Assurance

- To lead and pilot effective evaluation tools to accurately assess service outcomes and develop processes to evaluate service user experience outcomes.

- To review and develop Cancer Focus policies and procedures in relation to therapeutic services to ensure the organisation adheres to current legislation, local and national policies and strategies and relevant governing body guidance.
- To ensure therapeutically trained staff maintain relevant professional registration and meet continuing professional development requirements of appropriate regulatory bodies.
- To quality assure and maintain service standards for therapeutic services and make recommendations about quality improvement initiatives.

External Relationships

- To effectively build and develop key stakeholder relationships to promote and develop services.
- To attend external meetings where appropriate as Cancer Focus lead for therapeutic services including representation at Trust stakeholder and cancer strategy meetings.
- To further existing partnership arrangements and develop new partnership arrangements with statutory, voluntary and private organisations.
- To develop and deliver training and workshops for external audiences such as counsellors, health care professionals and pastoral workers.

Information Management

- To gather experiences and insight of those using Cancer Focus services to ensure that these views and opinions inform and shape local service provision as well as for fundraising and external communication purposes. Two pieces of feedback per month need to be identified and disseminated internally and externally where appropriate to ensure service user voice is reflected and integrated across services and promotes the work of Cancer Focus.

- Collate and analyse statistics across the department to analyse trends, make recommendations and ensure maximum patient uptake of services.
- To work collaboratively with internal and external partners to promote therapeutic services to a wide-ranging audience.
- Ensuring compliance of data collection and retention for therapeutic services in line with General Data Protection Regulations and Guidance.

Managing Service User Involvement

- To review service user involvement across therapeutic services and make recommendations for the development of service user engagement programmes.
- To actively engage people affected by cancer with the organisation and ensure their involvement in service development and improvement.
- Act as a point of contact for service user involvement within the therapeutic services team particularly in relation to external communication and case studies for media enquiries.

General

- To work as part of a multidisciplinary team to support patients with cancer and their families
- To represent and promote Cancer Focus and its objectives as required.
- To promote existing Cancer Focus services as appropriate.
- To carry out any other duties as may be required by Cancer Focus.

Person Specification

Therapeutic Services Manager

The Personnel 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 of your experience, whether in paid employment or on a voluntary basis.

Essential Criteria

- At least 5 years post qualification clinical practice experience working in a therapeutic or counselling role.
- At least two years' experience in a management position, including performance management.
- Experience of working in the health and social care sector.
- Good knowledge and understanding of therapeutic services and experience of working in a therapeutic environment.
- Experience of procuring funding and writing tenders.
- Able to demonstrate experience of service evaluation and monitoring systems and procedures.
- Strong leadership skills along with excellent interpersonal skills
- Ability to manage a large workload with competing priorities
- Ability to show initiative and experience of facilitating groups
- To be IT proficient including in the use of spreadsheets and databases.

Desirable Criteria

- Experience of working within the cancer sector demonstrating knowledge and understanding of the needs of cancer patients and their families
- Experience of working within the voluntary sector
- Experience of working with volunteers
- Experience of developing and providing training sessions and programmes
- Experience of facilitating groups
- Diploma in Management at level 4 or above
- Supervisory qualification
- Advanced Psychotherapy or counselling qualification

Applicants must hold a full, current driving license 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 post may require occasional evening or weekend work and will require an element of flexible working.





Terms and Conditions of Employment

- Successful applicants must provide proof of their right to work in the UK. (This will be evidenced in the first instance by being in possession of a British or Irish passport or a valid UK Work Permit).
- The activities of this role meet the AccessNI definition of regulated activity relating to working with adults and children. Cancer Focus NI will obtain an AccessNI Enhanced Adult Barred List check, and/or Enhanced Children's Barred List check for the successful candidate.
- Up to 12 months probationary period.
- Evidence of relevant academic and professional qualifications must be provided.
- Evidence of appropriate vehicle documentation i.e. driving licence and insurance cover must be provided where the role necessitates travel on company business in own vehicle
- Potential employees may be asked to attend a pre-employment medical.

Additional Information

Benefits

- Flexible working policy (home-working, reduced hrs, hybrid-working)
- 25 days annual leave and 12 annual statutory days (pro-rata for those working less than 35 hrs per week)
- Two additional days of annual leave after five years service and a further three days after ten years' service
- Enhanced Maternity/Adoption Pay
- Enhanced Occupational Sick Pay Scheme
- Contributory Pension Scheme
- Employee Assistance Programme (EAP)
- Cycle to Work Scheme
- Mileage Allowance at the prevailing HMRC rate
- Time off in lieu (TOIL) for additional hours worked
- Life Assurance cover

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.

Disability

Cancer Focus NI is an Equal Opportunities Employer and all applications in accordance with the Disability Discrimination Act a person is disabled if they have, or have had, "a physical or mental impairment which has, or has had, a substantial and long-term adverse effect on your ability to carry out normal day to day activities".

If you consider yourself to have a disability relevant to the position for which you are applying, please contact us so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

Additional Information

Equal Opportunities

Cancer Focus NI is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

Application Process

The closing date/time for submission of applications is

Monday 2nd January 2023 at 4pm.

Please ensure your CV and any requested supporting documentation is submitted before this date/time to: hradmin@cancerfocusni.org or, mailed to:

**Human Resources, Cancer Focus NI,
40/44 Eglantine Avenue, Belfast, BT9 6DX**

We cannot accept Applications received after the closing date/time.

Guidance Notes on Applying for our role

- Please ensure your CV is up-to-date and accurate. Cancer Focus NI will not make assumptions from the title of your post(s) or the nature of any employing organisation(s) as to your skills and experience gained.
- If you do not provide sufficient detail, including the appropriate dates needed to meet any eligibility criteria, your application may be rejected.
- ONLY the details provided by you in your CV will be used for determining your eligibility for the post/shortlisting purposes.

Contact Details

If you have any queries regarding the recruitment process, please contact Yvonne Irvine (yvonneirvine@cancerfocusni.org) or Richard Spratt (richardspratt@cancerfocusni.org) or phone 028 9066 3281



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