



Recruitment Information Pack

**Service User & Volunteer
Engagement Co-ordinator**





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Introduction

Dear Applicant

Thank you for your interest in the role of

Service User & Volunteer Engagement Co-ordinator


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 and cover letter 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.

In 2023, we launched our new five year strategy to support local people on their cancer journey. Our goal in the next five to seven years is to open five Therapeutic Support Centres in towns and cities across Northern Ireland.



Mission

Supporting local people on their cancer journey; we will work to reduce the risk, impact, and outcomes of all cancers.

Vision

We want people to live their most fulfilled lives with access to world-leading, equitable cancer support, treatment, diagnosis, prevention, and research.

Values

Our guiding principles will shape the future direction of our charity.

Innovative

We will develop a range of quality cancer support services and health improvement initiatives that are evidence-based and pioneering.

Compassionate

We will continue to provide free services to help support local people on their cancer journey.

Bold

We will not be afraid to make difficult decisions and take courageous actions in the interests of local people.

Connected

We will connect and collaborate with local communities and sector partners including the Department of Health, Public Health Agency, Health Trusts, and other charities to create a fairer and healthier society.

Honest

We will be transparent in our work, show respect for those we meet, and highlight our impact at all times.

Our Strategic Objectives

To Be Your Local Cancer Voice

Be an effective advocate, operating in local communities and speaking up for all people with cancer in Northern Ireland.

To Prioritise Healthy Living

Increase public awareness of how to reduce the risk of cancer and promote healthier living.

To Champion Local Research

Fund world-class, innovative cancer research.

To Sustain Our Impact

Grow local support for our work and services.

Charity Behaviours

**At the core of our charity's work,
we will...**

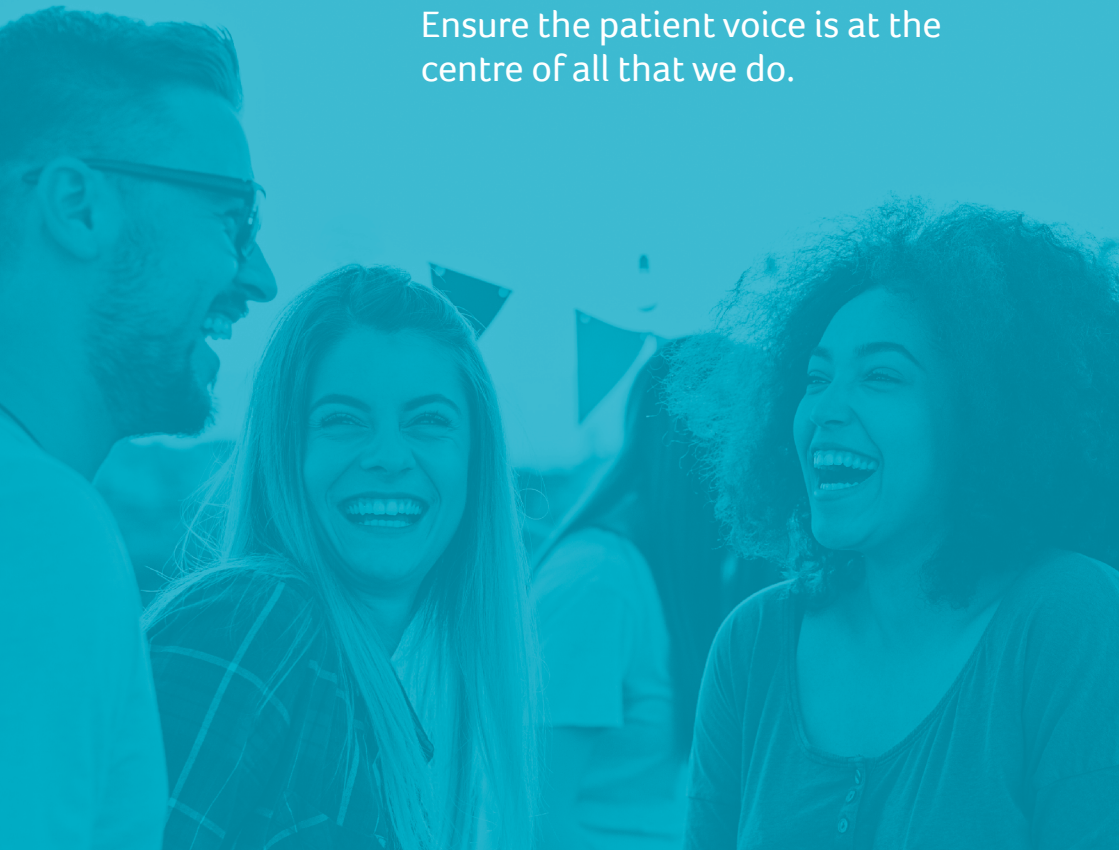
Be community focused and people
centric.

Tackle health inequality in all aspects
of our work.

Reach out to those on the margins in
'hard to reach' communities.

Work sustainably with environmental
consciousness in all that we do.

Ensure the patient voice is at the
centre of all that we do.



What is a Cancer Focus Northern Ireland Therapeutic Support Centre?

At its core, Cancer Focus Northern Ireland's future strategy is to create spaces and environments that radiate a sense of sanctuary and welcome.

We envisage places of community that those on a cancer journey feel drawn towards and are not intimidated by. Our Support Centres will be strategically placed across Northern Ireland. They will provide flexibility in how people engage, from being able to drop-in and have a coffee with a cancer specialist to availing of more tailored, structured individual or group therapeutic support. Most importantly, we want people to experience and have access to a place of social connection and to have the opportunity to participate in and be part of a community where they feel comfortable and understood.

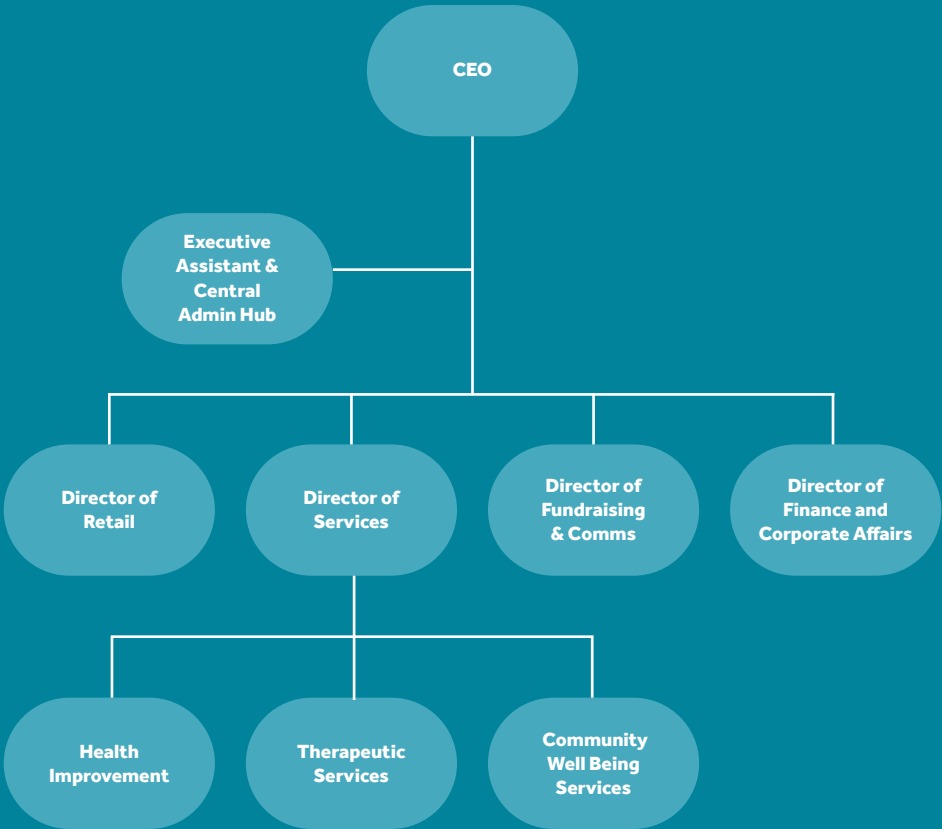
The look and feel of our Centres will be crucial to how patients and service users will interact with them. They will be thoughtfully and carefully designed to ensure that visitors experience a sense of being apart from the clinical environment of a hospital, or the hustle and bustle of everyday life.

It is important to us that they are close to, but separate from, the places of diagnosis and treatment.

The Centres will offer space and opportunity for relaxation, reflection and solace as well as providing emotional and practical support along with access to information and advice relevant to the needs of each person and their family.

Every visitor who will cross the doorstep of a Cancer Focus Northern Ireland Therapeutic Support Centre will have their own story, their own set of unique fears, hopes and aspirations. We will welcome everyone as they are and where they are, when they take the courageous step to come in. We will be rooted in communities and equipped to embrace and provide the support network required for every person who invites us to join them on their cancer journey.

Organisational Structure



Job Description

Service User & Volunteer Engagement Co-ordinator

Responsible to: Director of Services

Hours: 35 hours per week

Location: 40-44 Eglantine Avenue, Belfast BT9 6DX

Campaign

Service/Cause: Patient Services

Remuneration: £30,151 - £32,020
(negotiable dependent on experience)

Overall Purpose of Post

The Service User & Volunteer Engagement Co-Ordinator is responsible for the development of service user engagement & volunteer co-ordination across the organization. The role will ensure there is a robust data management strategy in place including the implementation of effective monitoring, evaluation and learning processes. The postholder will also facilitate the co-ordination of volunteers across the organisation.

The role involves ensuring the voice of service users is integrated into service provision and developing processes to enable this to happen such as the development of a service user engagement forum. Embedding a culture of service user involvement at all levels of the organization is also key.

The post holder will also contribute to service development and promoting good practice in service delivery, evaluation and quality assurance collaborating closely with Director of Services, SMT & CEO.

Key Responsibilities

Service User Involvement

- Provide specialist information, guidance and support about service user involvement and leadership to staff who interface with service users across a range of services and departments.
- Work creatively with staff and service users to increase the range of engagement opportunities and integrate their lived experience into our service provision.
- Work with service users to identify gaps in service provision / capturing their lived experience to inform potential funding opportunities.
- Review, develop and maintain internal resources to support the development of good practice in service user involvement and leadership.
- Embed a culture of service user involvement across the organisation to reach more service users, learn from their experiences and enhance equality, diversity, and inclusion within the work of the team.

Monitoring, Evaluation and Learning

- To develop and support effective monitoring, evaluation and learning processes across services including assessing both quantitative and qualitative outcome measures across teams.
- To assist with the development of a case study model to ensure service user experience is captured effectively across services.
- To assist with ongoing and annual evaluation processes across services to maximise service user and carer influence. Coordinate and disseminate annual service user satisfaction surveys.
- To support the planning and development of the infrastructure of Cancer Focus services in line with service user inputs and views.
- To ensure evaluation processes align with funding requirements, where appropriate.

Quality Assurance and development

- To support the Director of Services in reviewing and developing Cancer Focus service user and volunteer policies and procedures to ensure the organisation adheres to current legislation, local and national policies and strategies and relevant governing body guidance.
- To quality assure and maintain service standards for services and make recommendations about quality improvement initiatives.
- To work alongside service managers to involve service users and carers in the design and co-production of new services, groups, and projects as appropriate.
- Promote good relations and practices towards different minority groups and ensure diversity across service user engagement is prioritised. Developing the use of various methods of communication and engagement to include 'hard to reach' groups is also a priority.

Data and Information Management

- Establish new procedures / reporting mechanisms / and processes for effective data collection & management that align with the requirements of the organisation.
- Gather evidence and insight of service users to inform and shape service provision and support fundraising and external communication needs.
- Collate and analyse statistics across the department to analyse trends, make recommendations and ensure maximum service user uptake of services.
- Work with service departments to ensure the compliance of data collection and retention in line with GDPR.

External Relationships

- To effectively build and develop key stakeholder relationships.
- To attend external meetings where appropriate as Cancer Focus lead for service user involvement and evaluation.
- To further existing partnership arrangements, and develop new partnership arrangements, with statutory, voluntary, and private organisations.

Volunteer Co-ordination

- To implement a volunteer recruitment strategy specifically to meet fundraising & communications volunteering needs (other departments such as services & retail have capacity to recruit volunteers directly).
- To oversee the volunteer database and ensure it is maintained effectively and an inventory of volunteer needs matching skills and abilities to projects; track and report on volunteer projects and hours contributed.
- To work with Cancer Focus NI department heads to develop volunteer job descriptions, orientation, training and evaluation programmes.
- To identify and develop new volunteer initiatives within the organization.
- To represent the service and promote its work both locally and to the wider community.
- To liaise, develop and maintain links with other agencies in the voluntary, private, and public sectors in order to raise awareness, promote volunteering and develop new initiatives.
- To develop a recognition system for volunteers.
- To keep up to date with good practice in volunteer management.

- To develop and implement policies, procedures, and relevant quality assurance systems.
- To ensure volunteers are adequately supported and the organisation complies with good practice in terms of Access NI checks, training, and volunteer development.
- To oversee the activity of the Sing for Life Choir and manage choir co-ordinator. To ensure opportunities are maximised for choir members to participate in other aspects of Cancer Focus NI activity, including referral into therapeutic support (where appropriate) and engaging members with an interest in policy / lobbying work (along with policy and communications colleagues).

General

- To work as part of a multidisciplinary team to support service users, and volunteers.
- To represent and promote Cancer Focus Northern Ireland 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.

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.

Person Specification

Service User & Volunteer Engagement Co-ordinator

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 a covering letter, each criterion listed in the specification, drawing upon all your experience, whether in paid employment or on a voluntary basis.

Essential Criteria

Experience:

- Experience of working within the voluntary and community sector
- Experience of working with volunteers and service users
- Able to demonstrate experience of service evaluation and monitoring systems and procedures
- Experience of statistical analysis / data management & governance

Qualifications:

- Educated to degree level or suitable relevant experience

Skills:

- Strong leadership skills
- Excellent interpersonal skills
- Ability to manage a large workload with competing priorities
- Ability to show initiative
- Experience of facilitating groups

- To be IT proficient including in the use of spreadsheets and databases
- 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.
- Availability and flexibility to work occasional evenings or weekends

Personal Qualities

- Enthusiasm, drive and commitment to continuous improvement
- Ability to work collaboratively as part of multi-disciplinary team

Desirable Criteria

Experience:

- Experience of working in the health and social care sector
- Experience of developing and providing training sessions and programmes
- Experience of involving service users in programmes of work

Qualifications:

- Relevant Training Qualification
- Relevant Management Qualification

Additional Information

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 as outlined in the Access NI Code of Practice. Cancer Focus NI will obtain an AccessNI Enhanced Adult Barred List check, and/or Enhanced Children's Barred List check for the successful candidate. Applicants who have a criminal record will be treated fairly and not discriminated automatically because of a conviction or other information revealed. Applicants will be reviewed in line with Cancer Focus Northern Ireland's policy on the recruitment of Ex-offenders.
- If there is any reason you cannot work in Regulated Activity, you must disclose this to us.

Cancer Focus Northern Ireland has a written policy on the Secure Handling, Use, Storage and Retention of Disclosure information.

- Satisfactory reference checks.
- 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.

Benefits

- Flexible working policy (home-working, reduced hours, hybrid-working)
- 25 days Annual Leave, plus 12 statutory days (pro rata for those working less than 35 hours per week)
- Two additional days of annual leave after five years' service and a further three days after ten years' service
- Benenden Health Package
- 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

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.

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 CV and cover letter is
27th October 2023

Interviews to commence: 9th November 2023

If you would like to apply for this role, please submit an up-to-date copy of your CV and cover letter 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 and cover letter 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 Gwyneth Richards (hradmin@cancerfocusni.org) or phone 028 9066 3281.



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Charity No: NIC 101307

