

Job Description

Therapeutic Cancer Support Centre Manager

Reports to: Director of Services

Hours: 35 hours per week

Location: Enniskillen

Campaign Service/Cause: Patient Services

Remuneration: £41,496 - £47,672

Overall Purpose of Post

Our planned Enniskillen Cancer Support Centre will radiate a sense of sanctuary and welcome. A place where people impacted by cancer will have access to social connections and the opportunity to participate in and be part of a community where they feel comfortable and understood. From this space, people and their families will be able to access a range of services on their cancer journey, including Counselling, Family Support, Bra and Swimwear Fitting, Patient Driving, Support Groups and much more.

To deliver on these ambitious plans to provide cancer support and information right on the High Street, our charity is looking to recruit the right individual who will lead our Centre and team of local cancer care experts. Playing a crucial role in the local area, the Centre Manager will work closely with medical professionals, community groups, individuals, and key stakeholders to raise awareness of the Centre, its therapeutic and health promotion services, and the wider Cancer Focus NI brand.

The Centre Manager will also create opportunities to provide support for research, student placements, and provide teaching as appropriate across all programmes of care within the Centre. The Centre Manager will support local fundraising and promotional activities to help grow awareness and support of the Centre.

About the role

Our charity's vision is to see people live their most fulfilled lives with access to world-leading, equitable cancer support, treatment, diagnosis, prevention, and research. To achieve this, we are looking to recruit a qualified Nurse, registered on part one of the NMC register, into the Centre Manager role. The right person will have at least five years post qualification experience and training in cancer care, two of which must have included management at band 6 or above (or equivalent) in a health care environment.

Applicants must have experience of working as a member of an inter-disciplinary and multi-disciplinary team and will have excellent leadership, management, and communication skills.

Applicants must also have experience in providing care and support for people with cancer and their families, with excellent knowledge of the NHS strategy and provision of cancer care. To be successful in the role, the Centre Manager must understand the guidelines for psychological care health and wellbeing, which includes working from models of psychological wellness, the psychology of health, normal adjustment to illness, and quality of life.

Key Responsibilities

- Provision of collaborative leadership of staff in the delivery of all programmes of care.
- Responsible for collaborative work with the director, senior management team and all service leads in the development of services, programmes of support, evaluation and service delivery and evaluation.
- Provision of overall day to day management of the Therapeutic Cancer Support Centre.
- Be responsible for the creation and maintenance of a warm, relaxed, welcoming environment in the Centre for people accessing support services, ensuring that all Centre staff and volunteers create and maintain good ongoing relationships with those accessing the Centre.
- Ensure people accessing support at the Centre feel welcome, special and valued as individuals who are listened to and heard.
- To provide personal input into Cancer Focus NI programmes of cancer support, including assessment of individuals, to include the psychological and emotional state of people attending the Centre; providing and facilitating access to information about diagnosis and treatments and supporting people to in the development of an understanding of the information.
- Provide frontline psychological and emotional support supportive programmes of care and support to people affected by cancer (patients, relative, loved one, friend), ensuring equitable access for them to all elements of Cancer Focus NI programmes of care and support. Working in partnership with the counselling lead and other therapeutic service leads to ensure that a psychological risk assessment is undertaken for people access Cancer Focus NI support programmes.
- Working collaboratively and in partnership with all programmes and therapeutic service leads and staff to develop and deliver programmes, this includes networking groups, support groups, workshops, training, education etc; all of these will be undertaken within the framework of Cancer Focus NI supervisory policies and procedures and professional standards.
- Ensure all programme materials and resources are up to date, relevant and that these are maintained and utilised effectively in the provision of cancer support programmes.
- Ensure ongoing engagement with all people using the Centre or accessing support programmes, working with staff and volunteers providing programmes of care, actively seeking feedback and supporting evaluation of programmes of care/support to inform ongoing development and improvement in services provided.

- Be responsible for raising awareness of the Centre and services in the local community, with Local and Regional Health service and local care providers and community.
- Be responsible for supporting staff and volunteers, ensuring weekly staff support and supervision meetings occur and for participation in these meetings in the context of peer support.
- Ensure all staff engage in appropriate CPD and training, ensuring up to date knowledge about cancer diagnosis and treatment.
- Develop close working relationships with NHS staff including Trust staff, GP practice staff and community health service providers.
- Maintain active engagement on all Safeguarding matters so that issues are dealt with in the interests of the person concerned in a compliant and professional manner, with appropriate escalation to, and involvement of senior management and external agencies.
- Create and support opportunities to provide student placements, teaching and training support, and working with local teaching facilities and universities; and providing teaching input with regard to Cancer Focus NI programmes and services in the local community, working closely with the Keeping Well and Cancer Prevention Teams.
- To ensure effective administration support for programmes, and for the collation and reporting of statistical data in relation to programme activity and use of support services in the Centre.
- To work closely and in partnership with the Fundraising and Communications teams to develop and maintain relationships with key voluntary stakeholders and supporters in the local community.
- Ensure that funder requirements are met including completion of reports, monitoring and evaluation requirements as agreed with funder, and Cancer Focus NI policy and procedures are adhered to.
- Work with the Senior Managers and colleagues to support the development of Cancer Focus NI in the Fermanagh and Enniskillen region and across Northern Ireland.
- Ensure that Charity brand guidelines and messaging is followed at the Centre and within the local community.
- Be responsible for all aspects of the Centre's administration and management, including security, building maintenance, health and safety, ordering and management for Centre consumables.
- Responsible for the management of staff including full and part time employed staff, sessional staff, and volunteers.
- Ensure the management of the highly skilled multidisciplinary team is undertaken effectively utilising sensitive interpersonal negotiating and leadership skills.
- Conduct annual appraisal for staff who you are directly responsible for.
- Responsible for ensuring any audits are undertaken in a timely manner.
- Responsible for the preparation and presentation of the Centre's work on an annual basis (or when required) for CEO, Board, SMT.

- Responsible for the recording and reporting of all data on relation to the work of the Centre, completion of monthly reports on the Centre's activity, relevant programme evaluation and outcome data.

Corporate Role

- To effectively build and develop key stakeholder relationships to promote and develop Cancer Focus NI Services and the Centre's ethos.
- To attend external meetings where appropriate.
- To further existing partnership arrangements, and develop new partnership arrangements, with statutory, voluntary and private organisations in the local and wider community.
- To work as part of a multidisciplinary team to support people with cancer and their families.
- To represent and promote Cancer Focus Northern Ireland and its objectives as required.
- To promote existing charity services as appropriate.
- To carry out any other duties as may be required by Cancer Focus Northern Ireland.

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

Therapeutic Cancer Support Centre Manager

The below specification shows the 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 of your experience, whether at work or on a voluntary basis.

Essential Criteria

Qualifications

- Registered Nurse on the live NMC register, Part 1: Level 1
- Post graduate qualification in cancer care
- At least five years post qualification experience and training in cancer care, 2 of which must have included management at band 6 or above (or equivalent) in a health care environment
- Demonstrable experience of leading and motivating a multidisciplinary team
- Demonstrable experience in service improvement and project management
- Demonstrable experience in conducting audit and service evaluation.

Knowledge

- Specialist knowledge and skills in relation to an aspect of cancer care
- Knowledge of National and Regional Strategies for Cancer services
- Knowledge of Budget Management.

Skills

- Excellent communication and interpersonal skills
- Ability to manage a large workload with competing priorities
- Ability to show initiative
- To be IT proficient including in the use of spreadsheets and databases.

Personal Qualities

- Enthusiastic about working directly with people affected by cancer within an innovative multidisciplinary team with a drive and commitment to continuous improvement
- Empathetic and supportive.

Desirable Criteria

Qualifications

- A health-related degree

Applicants will 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.

There will be a requirement for some travel with overnight stays, along with some evening or weekend work and unsocial hours, requiring a flexible approach to working.

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 Access NI 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 Access NI 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 with criminal records 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.
- 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 (reduced hours, hybrid-working)
- 25 days Annual Leave, plus 12 statutory days (pro rata for those working less than 35 hrs per week)
- 2 additional days of annual leave after 5 years' service and a further 3 days after 10 years' service
- Enhanced Maternity / Adoption Pay
- Enhanced Occupational Sick Pay Scheme
- Contributory Pension Scheme
- Cycle to Work Scheme
- Mileage Allowance at the prevailing HMRC rate
- Time Off in Lieu (TOIL) for additional hours worked
- Life Assurance
- Healthcare Plan

Disability

Cancer Focus NI is an Equal Opportunities Employer and all applications are dealt with 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 5.00pm, 15th July 2024.

First round interviews: 22nd July 2024

Second round interviews: 2nd August 2024.

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 submissions after the closing date/time.

Guidance Notes on Applying for 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 enquiries regarding the recruitment process, please contact Gwyneth Richards (hradmin@cancerfocusni.org) or phone 028 9066 3281.