Maggie Keswick Jencks Cancer Caring Centres Trust
Job Description

1. JOB TITLE: Cancer Support Specialist

REPORTS TO: Centre Head

PROFESSIONAL SUPERVISION: In accordance with Maggie’s policies and procedures

RESPONSIBLE FOR: N/A

LIAISES WITH: Centre Staff, Community fundraiser, delegated responsibility for relationships in local Health service community, Maggies finance and administration function

PAY BAND: Band 6

BASE: Centre

2. JOB SUMMARY
The post holder will work as a member of a multi-disciplinary team providing Maggie’s integrated programme of support to people affected by cancer in accordance with Maggie’s policies and procedures, model, culture, ethos and brand.

The post holder will be responsible for providing support through the self-referral or ‘drop in’ component of Maggie’s programme. This will entail ensuring that people are made to feel welcome, special and valued as individuals and that their concerns have been heard and understood. It will include responsibility for creating the conditions for maintaining ongoing relationships with people accessing the Centre, enabling ongoing enquiry and exploration with people of their use of all aspects of Maggies programme and for providing ongoing support in the drop in.

The post holder will be responsible for eliciting the cancer related concerns and issues of people accessing the Centre and programme, for making initial assessment of psychological, emotional and informational need, and for the provision of first line emotional and psychological support. The post holder will be responsible for providing informational support in relation to cancer related issues and for facilitating access to all other appropriate elements of Maggies programme. They will be responsible for facilitating networking groups, stress management courses and other courses/workshops as required.

The post holder will have delegated responsibility for organising programme liaison activities with health care colleagues, e.g. lectures, study days.

The post holder may have delegated responsibility for the implementation and evaluation of programme development initiatives.

The post holder will be responsible for seeking the advice of more experienced/qualified colleagues as required and for providing support in accordance with Maggie’s supervision policies and procedures.
Responsible in collaboration with senior colleagues for promoting Maggies programme of cancer support in their local area, both directly to people affected by cancer, and to health care colleagues, and other organisations in the not for profit sector to enable access to the programme for people affected by cancer.

The post holder will provide teaching input with regard to Maggie’s Centre’s and their programme of cancer support to the local health community.

The post holder will be responsible for recording data in relation to their own work in accordance with Maggie’s policies and procedures and for participation in ongoing programme and practise evaluation in relation to their own work. They may have delegated responsibility for recording data in relation to Centre activity. They will contribute to Maggies programme of annul audit, centre review and triennial review.

The post holder will support Maggies Centre Head in ensuring that Maggie’s Centre environment is maintained in accordance with Maggie’s policies and procedures in order to ensure effective and efficient programme provision.

The post holder will participate in weekly staff support and supervision meetings, and staff training as required.

They will participate in and contribute to MKJCCCT programme of psychosocial research as required.

The post holder will have responsibility to support Maggie’s Centre Community fundraiser in promoting Maggie’s Cancer Caring Centres Trust Charity within the local community and for active participation in fund raising and awareness raising activities.

3. KEY RESULT AREAS

KRA 1. Primary job requirements:
Cancer support
1. Participate in the provision of an integrated programme of cancer support to people affected by cancer. This will entail responsibility for ensuring that people are made to feel welcome, special and valued as individuals, and that they feel that their concerns have been heard and understood; creating the conditions for, and maintaining ongoing relationships with people accessing the Centre and facilitating ongoing exploration of what Maggies programme may have to offer with regard to their use of all aspects of Maggies programme of support.
3. The post holder will be responsible for providing informational support and initial and frontline psychological and emotional support to people affected by cancer, and for facilitating access to appropriate elements of Maggie’s programme of cancer support. The post holder will be supervised in this process in accordance with Maggie’s policies and procedures.
4. Provide ongoing support to people within the ‘drop in’ component of Maggies programme, either as a primary source of support or as a component of their use of Maggie’s integrated programme of support.
5. To liaise with colleagues to facilitate and enable access by people seeking support to all appropriate aspects of Maggies programme of cancer support.
6. In co-operation with other Centre staff ensure that Maggie’s Centre environment and resources are maintained in accordance with Maggie’s policies and procedures to ensure that the programme of support is provided effectively and efficiently.
7. Contribute to raising awareness of and enabling access to Maggie’s Centre.
8. Responsibility in collaboration with other staff to maintain the Centre environment as a welcoming place.
9. Contribute to and participate in weekly staff meeting as a member of the staff support group.
10. The post holder will be responsible for seeking advice and supervision of their work both through Maggie’s formal supervision procedures but also as required when dealing with highly complex information or other support needs.

11. Contribute to facilitated psychosocial and psycho educational components of Maggie’s programme. In particular contribute to Maggie’s programme of relaxation and stress management and supervised facilitation of network groups.

12. Undertake teaching and training within the local health care and academic communities as required.

KRA 2. Finance and Policy and Programme Development:
13. Implementation of Maggie’s policies and procedures as affecting own work responsibilities and in relation to programme delivery in the local Centre.

14. Responsible for the maintenance of up to date resources and materials including literature searching dissemination and archiving.

15. Suggest programme improvements in relation to own areas of work.

KRA 3. Human Resources:
16. Contribute to training of staff and volunteers.

17. Contribute to teaching opportunities within the local academic and health care communities.

KRA 4. Research and Development Activity
19. Participate in the conduct of an annual audit of programme provision and user satisfaction.

20. Undertake evaluation and audit of own work as required.

21. Contribute to periodic local Centre specific audits as required.

22. In co-operation with other Centre staff prepare for annual internal Centre review and tri-annual external review.

23. Contribute to and participate in MKJCCCT research programme as required.

KRA 5. Administration and Information Technology.
24. Maintaining up to date records as required by Maggie’s policies and procedures.

25. Assist Maggie’s Centre Head with Centre administration as required.

26. Responsible for ensuring up to date recording and reporting of activity data in relation to own activity in accordance with Maggie’s policy and procedures.

27. Responsible for the development of presentations, programme and teaching materials.

KRA 6. Other
28. Participate in MKJCCCT staff training including attending staff retreats.

29. Establish and annual work plan.

30. Assist Local Centre Fundraiser and Maggie’s fundraising function as in promoting Maggie’s and in fundraising activities as required.

31. Conditions of employment are in accordance with contract of employment, Maggie’s policies and procedures and other conditions as described in Maggie’s staff handbook.

32. Occasional overnight stays and some travel will be required along with some evening and unsociable hours working.
<table>
<thead>
<tr>
<th></th>
<th>Essential</th>
<th>Desirable</th>
<th>Proven by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training and qualifications</td>
<td>Nursing degree and current state registration.</td>
<td>Masters degree</td>
<td>CV and certificate</td>
</tr>
<tr>
<td></td>
<td>Health or Social care professional with appropriate registration.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Post graduate qualification in a relevant field.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Experience</td>
<td>Three years post registration in Oncology nursing or similar.</td>
<td>Experience in individual and group relaxation and stress management teaching.</td>
<td>CV, references and interview</td>
</tr>
<tr>
<td></td>
<td>Demonstrated experience of providing person focused, care support.</td>
<td>Experience of working within child and family context.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Demonstrated commitment to and experience of working as an effective member of a multi-disciplinary team.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Able to make effective use of clinical supervision.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Knowledge and Skills</td>
<td>Broad and up to date knowledge in the field of cancer.</td>
<td>Formal communications skills training.</td>
<td>CV, references, interview and selection procedure exercises</td>
</tr>
<tr>
<td></td>
<td>Highly Specialist knowledge in a specific area of oncology.</td>
<td>Knowledge and experience of undertaking audit and evaluation of care.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Excellent communication skills, psychological insight and a warm empathic manner.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Good analytical skills, able to understand and summarise complex issues.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Able to think about and understand health related concerns within the wider context of an individual's life experience and family and social context.

The ability to use initiative and work with a high degree of independence while recognising professional limits and able to make effective and appropriate use of clinical and managerial supervision.

### Personal

The post holder will:

Be enthusiastic about working directly with people affected by cancer within an innovative programme of supportive care, which integrates contributions from a range of professional disciplines.

A warm empathic manner, enthusiasm flexibility and willingness to develop skills of providing cancer support in an innovative programme, which integrates contributions, form a range of professional disciplines.

Be interested in working from models of psychological wellness, the psychology of health, normal adjustment to illness and quality of life in contrast to a medical model of illness.

Well organised, emotionally sensitive while also resilient, able to manage the demands of ongoing emotionally intense work.