Maggie Keswick Jencks Cancer Caring Centres Trust
Job Description

1. JOB TITLE: Centre Head
REPORTS TO: Head of Centre Operations England & Wales

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

RESPONSIBLE FOR: All Centre programme staff, sessional workers and volunteers

LIAISES WITH: Other Centre Heads
Finance function
Business Development Director
Maggie’s Lead Psychologists
Community fundraiser
Other senior fundraising staff
Local NHS community
Key local stakeholders and voluntary leaders

PAY BAND: Band 8a

BASE: Centre

2. JOB SUMMARY
The post holder will lead and have management responsibility for a multi-disciplinary team providing Maggie’s programme of integrated support to people affected by cancer. They will be responsible for ensuring that this programme is provided in accordance with Maggie’s policies and procedures, model, culture, ethos and brand and that the Centre environment is maintained in support of the programme and its usage. The post holder will also provide direct clinical input to the programme of support.

The post holder will be responsible for ensuring the effective provision of all aspects of Maggie’s programme of cancer support, monitoring of programme usage and quality; for promoting the programme, Centre and MKJCCCT within their local communities and for facilitating access by people affected by cancer to their Centre and its programme.

The post holder will have responsibility for ensuring that Maggie’s programme materials and resources remain up to date and relevant and that all materials and resources are maintained and utilised effectively.
The post holder will have responsibility for proposing innovative and creative ways of developing Maggie’s programme and in collaboration with the Centre psychologist for piloting and evaluating any such agreed initiatives.

They will be responsible for assessment and analysis of local strategic planning and service provision in relation to cancer support needs and services within the NHS, other statutory bodies and other voluntary and charitable service providers.

They will also be responsible for ensuring that effective and close collaborative working relationships are established and maintained with health service colleagues at all levels.

The post holder will be responsible for all aspects of Centre administration including: working with Maggie’s finance function in the preparation of annual Centre budget, management of the Centre Budget, the maintenance of the building and the Centre environment, the recording and reporting of all data in relation to the work of the Centre, the effective conduct of annual audit, and for preparation for annual internal and tri annual external review.

They will participate in and contribute to Maggie’s programme of psychosocial research. The post holder will also be responsible for creating opportunities to provide teaching input with regard to their Centre and programme of cancer support to the local health community.

The post holder will have responsibility for supporting the Community Fundraiser and other fundraising staff in promoting Maggie’s and supporting fundraising within their local community. This will include ensuring the active participation of programme and Centre staff and volunteers in fundraising events and activity. They will have responsibility for the promotion of Maggie’s organisation in the local area and will be responsible as custodian of Maggie’s brand in relation to the Centre and all of its activity.

3. ORGANISATIONAL POSITION
See attached organization chart

4. KEY RESULT AREAS

KRA 1. Primary job requirements:

1. Direct and provide strategic leadership for staff in the provision of an integrated programme of cancer support.
2. Provide personal input into Maggie’s programme of cancer support including; eliciting cancer related concerns and assessment of the psychological and emotional state of people attending their Centre; providing and facilitating access to information about diagnosis and treatment and supporting people in developing an understanding of information; providing frontline psychological and emotional support to people affected by cancer and ensuring access for them to all appropriate aspects of MKJCCCT programme; facilitating psycho-
educational elements of Maggie’s programme including networking groups, courses, workshops and lectures; this will be undertaken within the framework of Maggie’s supervisory policies and procedures.

3. Responsible for the effective provision of Maggie’s programme of cancer support within the Centre in accordance with Maggie’s model, culture ethos, philosophy and brand, and for monitoring and evaluating the effectiveness and quality of programme provision on an ongoing basis.

4. In collaboration with Centre psychologist to undertake and to ensure that psychological risk assessment in relation to people accessing Maggie’s Centre and its programme of support is undertaken.

5. Responsible for ensuring that all programme materials and resources are up to date, relevant and comprehensive and that these are maintained and utilised effectively in the provision of the programme of cancer support.

6. Responsible for ensuring that people accessing the Centre and the programme are made to feel welcome, special and valued as individuals and that their concerns have been heard and understood.

7. Responsible for creating and ensuring that all Centre staff and volunteers create the conditions for maintaining ongoing relationships with people accessing the Centre.

8. Responsible for ensuring that people accessing the centre and programme are encouraged and enabled to make ongoing exploration of what Maggie’s programme has to offer.

9. Responsible for ensuring ongoing enquiry and exploration with people of their use of all aspects of Maggie’s programme.

10. Facilitating and ensuring access to all appropriate elements of Maggie’s programme for those affected by cancer.

11. Responsible for maintaining the Centre as a warm and welcoming environment in support of programme provision ensuring that the Centre environment is maintained in accordance with Maggie’s policies and procedures in order to ensure effective and efficient programme provision.

12. Responsible for promoting accesses by raising awareness of, and marketing their Centre and programme of support within the health care and local communities.

13. Responsible for ensuring that weekly staff support and supervision meetings occur and for participating in these meetings in the context of peer support and supervision in accordance with Maggie’s policies and procedures.

14. The post holder will have responsibility for the production of an annual programme plan in accordance with and taking into account Maggie’s Five Year Strategy and any other policies and strategies that Maggie’s may issue.

15. The post holder will have responsibility for ensuring effective administrative support of the programme and for the collation and reporting of statistical data in relation to programme activity in accordance with Maggie’s policy and procedures.

16. Responsibility for ensuring up to date knowledge about cancer diagnosis and treatments and ensuring that all staff engage in
appropriate CPD, and for the maintenance of up to date, relevant and effective informational and support resources in their centre.

17. Responsibility for creating opportunities to provide teaching input with regard to Maggie’s Centre and its programme to the local health community, and for contributing to such teaching.

18. Support Maggie’s Community fundraiser in promoting Maggie’s Cancer Caring Trust Charity within the local community and for ensuring that all programme staff actively contribute to and support fundraising events and activities as required.

19. Responsible for ensuring the development of, and effective close collaborative working relationships with NHS colleagues in the local area.

20. Responsible in collaboration with Maggie’s fundraising function for developing and maintaining relationships with key voluntary stakeholders and supporters within the local community.

21. Responsible for working with senior colleagues across the organisation to support the development of MJKCCT.

22. To ensure that the centre operates within the culture and expression of Maggie’s brand and to be guardian of this brand.

KRA 2. Finance, Administration and Policy and Programme Development:

23. Responsible for mapping existing cancer support provision, cancer treatment and local health service strategic planning, other local support services whether statutory or voluntary and for identifying unmet psychosocial needs in the community served by their Centre and for proposing programme development in the light of such analysis.

24. Responsible for all aspects of Centre administration including delegated budgetary management, security, building maintenance, health and safety, ordering and management of Centre consumables.

25. Responsible for ensuring the implementation of Maggie’s policies and procedures.

26. Responsible for working with Maggie’s Finance function for the establishment of the annual centre budget.

27. Responsible for effective implementation and evaluation of agreed programme developments in collaboration with the centre psychologist and in accordance with Maggie’s policies and procedures.

28. Responsible for proposing innovative and creative developments to the programme of cancer support and responsible in collaboration with other senior staff for developing, piloting and evaluating agreed new programme initiatives and for enabling such initiatives to be developed nationally where appropriate.

KRA 3. Human Resources:

29. Management responsibility for all staff; full and part-time employed, sessional and voluntary, within the centre and any associated outreach facilities.
30. Responsible for ensuring that management of a highly skilled and experienced multi disciplinary team including experienced professional staff is undertaken in an effective fashion utilising sensitive interpersonal negotiating and leadership skills.

31. Responsible for conducting annual appraisal for all centre staff and for the identification of training and supervisory needs and for ensuring appropriate training CPD and supervision for all staff in accordance with Maggie’s policies and procedures.

32. Responsibility for teaching and training within the local health care and academic communities.

33. Responsible for ensuring weekly staff support and supervision meetings take place and for participating in these meetings in accordance with Maggie’s staff support and supervision policies and procedures.

34. Responsibility to contribute to training within MKJCCCT as required.

KRA 4. Research, and Development Activity

35. Contribute to MKJCCCT programme of psychosocial research.

36. Responsible in accordance with Maggie’s policies and procedures for ensuring annual audit in the Centre is conducted in a timely and efficient manner. The post holder is also responsible for preparation of and presentation of their Centre’s work an annual basis for the Chief Executive’s internal Centre review and tri-annually for Maggie’s external programme review.

37. Carry out periodic local Centre specific audits as required.

KRA 5. Information Technology.

38. Responsible for recording and reporting of all data in relation to the work of the Centre in accordance with Maggie’s policies and procedures including completion of monthly reports of centre activity and reports on programme evaluation and outcome data.

39. Preparation of teaching, presentations and other administrative and programme related resources and materials as required.

KRA 6. Other

40. Participate in MKJCCCT staff training.

41. Attend staff retreats.

42. Occasional overnight stays and some travel will be required along with some evening and unsociable hours working.

43. Maintain continuous professional development.

44. 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.
### MKJCCCT Job Description

**Person specification**

**Job title:** Centre Head:

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<thead>
<tr>
<th>Training and qualifications</th>
<th>Essential</th>
<th>Desirable</th>
<th>Proven by</th>
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<tbody>
<tr>
<td>A health care professional educated to degree level with a postgraduate qualification in cancer care and at least five years post qualification experience and training in cancer care.</td>
<td>Masters degree</td>
<td>CV and certificate</td>
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<table>
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<tr>
<th>Experience</th>
<th>Essential</th>
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<tr>
<td>Excellent management skills and experience.</td>
<td>Experience of providing psycho-educational support.</td>
<td>Cv, references and interview</td>
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<td>Experience of working as a member of an inter-disciplinary and multi-disciplinary team.</td>
<td>Teaching experience in relation to psycho-educational support.</td>
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<td>Wide experience of providing care and support for people affected by cancer</td>
<td>Experience of contributing to programmes of psycho-social support</td>
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<td>Experience of budgetary management</td>
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<td>Demonstrable service development experience</td>
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<td>Experience of conducting audit and service evaluation</td>
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<td>Knowledge and Skills</td>
<td>Knowledge and understanding of NHS strategy and provision of cancer care and services of guidelines for psychosocial care.</td>
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<td>Strong team leadership and staff motivational skills</td>
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<td>Demonstrable project development skills</td>
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<td>Demonstrated networking skills with the ability to relate and communicate at all levels</td>
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<td>Specialist knowledge and skills in relation to an aspect of cancer care</td>
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<td>Good interpersonal skills and a skilled and confident negotiator</td>
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<td>Research and evaluation training and skills.</td>
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<td>Cv, references, interview and selection procedure exercises</td>
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<tr>
<th>Personal</th>
<th>Enthusiastic about working directly with people affected by cancer within an innovative programme of supportive care, which integrates contributions form a range of professional disciplines.</th>
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<td>Highly motivated to provide person focused, support with good communication skills, psychological insight and a warm empathic manner.</td>
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<td>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.</td>
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<tr>
<td>Other</td>
<td>Maintain a personal programme of professional development Undertake some travel. Willing to undertake occasional overnight stays and to work evening and unsociable hours.</td>
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