

JOB DESCRIPTION

Job Title: Services Worker (Someone Like Me)

Accountable to: Services Development Manager (Someone Like Me)

Location: Sheffield, S1 2EX

Salary: £23,111 per annum

Contract: Fixed term for 12 months (secondment cover)

Hours: 35 hours per week, Monday – Friday

ABOUT BREAST CANCER CARE

Breast Cancer Care is the only specialist UK-wide charity dedicated to providing support for people affected by breast cancer. We're excited to tell you that in April 2019, we're merging with the UK's leading breast cancer research charity.

From research to care, our new charity will have people affected by breast cancer at its heart – providing support for today and hope for the future. United, we'll have the ability to carry out even more world-class research, provide even more life-changing support and campaign more effectively for better services and care.

ABOUT THE SOMEONE LIKE ME TEAM

The Someone Like Me team is based within the Services and Engagement Directorate, which is responsible for developing and delivering a range of services, working in partnership with the NHS, voluntary and statutory organisations.

This team is primarily responsible for assessing clients' concerns and matching these with a telephone support volunteer. The team supports around 200 volunteers in total, and recruits, trains and supervises volunteers on an ongoing basis. The team is also responsible for assessing new clients to our Living with Secondary Breast Cancer services.

ABOUT THE SERVICES WORKER ROLE

The Services Worker will be a key point of contact for clients looking to speak to a volunteer on the Someone Like Me service and will be responsible for assessing clients' concerns and achieving the best possible match with a volunteer. Volunteer training and support are an integral part of the role and the post-holder will also play a key-role in selection, recruitment and supervision of volunteers.

YOUR RESPONSIBILITIES

Development and delivery of services

- To effectively identify the key concerns and priorities of clients wishing to use the Someone Like Me service and use this to match them to the most appropriate volunteer
- To be a point of contact for clients, ensuring that their needs are appropriately assessed and that they are booked on or referred to relevant services. This will include people with primary and secondary breast cancer, gene carriers, partners and family members
- To ensure quality standards are monitored and maintained, as agreed with the Services Development Manager and Head of Specialist Support Services
- To maintain excellent records of activity and service usage, and ensure records conform to data protection legislation and that client confidentiality is respected
- To support the Services Development Manager (Someone Like Me) in developing any new areas of service delivery or potential partnership opportunities

Staff and volunteer support

- Working with the Services Development Manager and Head of Specialist Support Services and other members of the Someone Like Me team, develop, organise and deliver training for new and existing volunteers
- To maintain good working relationships with volunteers involved in service delivery and provide on-going support as required

Relationships: external

- To maintain and develop effective working relationships with health professionals, other voluntary sector organisations and cancer information services to support the effective development and delivery of services
- To represent Breast Cancer Care to the general public, health professionals and other interested groups, giving talks and presentations to promote our work and impact
- To keep informed of current developments in the field of breast cancer, particularly related to this service area, attending relevant conferences, seminars and training courses.

Relationships: internal

- To work with the Services Development Manager and other departments on the marketing and promotion of the service in order to ensure attendance targets are achieved, maximise links between different strands of work and contribute to the wider organisational strategy
- To work closely with other members of the Services and Engagement Directorate based locally and at other sites, to provide a seamlessly integrated range of services, cross-referring clients to other services as appropriate
- To work closely with the Volunteer Hub in the recruitment, training and support of service delivery volunteers.

GENERAL

- To be an effective member of the team, presenting a positive impression of the team and the service.
- To work collectively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds, where the work of others is valued and respected.
- To attend internal and external meetings, and training as required.
- To adhere to the Breast Cancer Care's data protection and health and safety policies.
- To operate within the organisational equal opportunities policy framework and implement the policy within this area of work.

PERSON SPECIFICATION – ESSENTIAL CRITERIA:

EXPERIENCE

- Experience in developing and delivering information, practical and support services, training or education
- Experience of facilitating events and/or services in a health or social care setting or to sensitive or vulnerable groups
- Experience of delivering training and/or giving talks and presentations to groups
- Experience of developing and maintaining relationships with health or social care professionals
- Experience of working with volunteers or on a voluntary basis.

SKILLS

- Ability to deal sensitively with distressed clients whilst maintaining professional boundaries
- Ability to be comfortable and professional in dealing with clients and/or volunteers coping with shortened life or end of life issues
- Excellent organisational and time management skills
- Excellent oral and written communication skills including presentation skills
- Ability to work as part of a busy team, and with other teams across different geographical sites
- Ability to maintain effective relationships with a wide range of individuals including clients, volunteers and healthcare professionals
- Excellent IT skills
- Understanding of and commitment to equal opportunities and the willingness to apply this to the work
- Ability to multi-task effectively
- Willingness to work variable hours, with occasional weekend and evening work and travel within the UK
- Willingness to undertake training to contribute to professional development.

BEHAVIOURS

- A passion for Breast Cancer Care's vision and mission
- A team player who is collaborative
- A commitment to and understanding of issues relating to equality of opportunity and the ability to implement change in this area
- Ability to show tact and discretion when dealing with sensitive and confidential information
- A willingness to work variable hours, with occasional weekend and evening work and to travel within the UK

DESIRABLE CRITERIA:

- Experience of working in the voluntary sector (paid or unpaid)
- Experience of working with people affected by cancer
- Understanding of the issues faced by people affected by breast cancer
- Experience of working with and supporting volunteers.
- Good working knowledge of IT systems including Windows 2003 and packages including Microsoft Office (in particular Word, Excel and Outlook).