

Job Description

The merged charity

Breast Cancer Care and Breast Cancer Now have united to create one charity for everyone affected by breast cancer. From April 2019, we'll be the UK's first comprehensive breast cancer 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 even more effectively for better services and care.

Together, we believe that, by 2050 everyone who develops breast cancer will live and receive the support they need to live well now.

Job title	Moving Forward Facilitator
Directorate	Services
Team	Service Development Team
Job title of reporting manager	Service Development Manager
Job title(s) of direct reports	NA
Document created (Month and Year)	July 2019

Overview of directorate

This contract sits within the Services Directorate. This Directorate aims to drive forward our services that support the prevention, detection, treatment of breast cancer, and the care and support of people affected by breast cancer across the UK. The Directorate is responsible for four areas – Services Development and Delivery, Services improvement, Public Health and Wellbeing, and Volunteering.

Job purpose

Our Moving Forward services provide information, emotional and practical support and bring people with breast cancer together. Due to expansion across the UK, Breast Cancer Care and Breast Cancer Now are looking for locally-based sessional facilitators to support the roll-out of these services, which are delivered in partnership with local NHS trusts and other organisations.

The three or four-week courses are currently delivered within NHS hospitals across a range of locations with session topics delivered by local expert speakers. The Moving Forward Facilitator will represent Breast Cancer Care and Breast Cancer Now, facilitate the group interaction and ensure that the course and sessions run smoothly.

As services are delivered across various locations, the post-holder may be required to travel and to work varying hours within an agreed geographical area. Moving Forward Courses usually run between two – four times per year within each area paid at £20 per hour. For this area we are looking for people based locally to Inverness in Scotland but also able to cover Skye, Caithness and Fort William with a strong background in group facilitation and course delivery.

Key tasks and duties

PREPARATION AND SET-UP

- Initial liaison with the Services Development Team with regards to preparation and set up of the course
- Storage of course materials
- Setting up the venue for the start of each session (refreshments, seating, IT equipment etc.)
- Ensuring patient information and resources are displayed and available to all participants
- Liaise with Breast Cancer Care volunteer to establish shared responsibilities for the day
- Welcoming and registering course participants on arrival, ensuring people feel at ease and addressing any initial concerns
- Welcoming speaker and address any 'on the spot' issues and or concerns
- Ensuring all Breast Cancer Care paperwork is completed and safely stored
- Dealing with any queries from clients and providing relevant information at the course

SESSION FACILITATION

- Ensuring sessions start on time and keep to time
- Present an introductory session, outlining the aims of the course, introducing self and volunteer, sharing housekeeping guidelines
- Opening each session and introducing speakers
- Facilitate the group discussion as appropriate, including question time
- Ensure each session adheres to Breast Cancer Care speaker briefs and follows Breast Cancer Care's 'line'
- Talking about other Breast Cancer Care services and signposting to local services as necessary
- Closing the session and thanking the speaker and volunteer

POST-SESSION

- Assisting participants to complete evaluation forms and collection of same
- Clearing the venue and packing away resources and paperwork
- Ensuring participants are aware of details of next session
- Completing reports and other monitoring paperwork
- Feedback any immediate issues and/or concerns to the Services Development Team
- Debrief with volunteer and highlight actions or concerns

GENERAL

- Providing support and supervision to volunteer(s) assisting with the session
- Dealing with any unforeseen issues or difficulties according to Breast Cancer Care's policy and procedures
- Liaising with the Services Development Team regarding follow up information or any other issues

- Ensuring quality standards are maintained, as agreed with the Services Development Team
- To be an ambassador for Breast Cancer Care and to liaise with local health care professionals, speakers and other NHS staff as required, ensuring effective working relationships
- To attend training and other meetings as required
- To operate within the organisational equal opportunities policy framework and implement the policy within this area of work
- To adhere to the breast cancer care/ breast cancer now data protection and health and safety policies and procedures

Person Specification

Qualifications and Experience

It is **essential** for you to have the following qualifications and experience:

- Experience of facilitating groups
- Experience of delivering training or educational courses in a health or social care setting

It is **desirable** for you to have the following qualifications and experience:

- Experience of working with people affected by cancer/ other life-limiting long-term conditions or other vulnerable/sensitive groups
- Experience of developing and maintaining relationships with health or social care professionals
- Experience of working in the voluntary sector (paid or unpaid)

Skills and Attributes

It is **essential** for you to have the following skills and attributes:

- Warm, approachable and able to put people at ease
- Confident communicator, both orally and in writing, with excellent presentation skills
- Excellent organisational and time management skills
- Having a problem solving approach and being reactive to change
- The ability to relate comfortably to a diverse range of people
- A team player who is collaborative
- 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

Knowledge

It is **essential** for you to have the following level of knowledge:

- Knowledge and understanding of issues relating to equality of opportunity
- Good working knowledge of IT systems including Microsoft Office (in particular Word, Excel and Outlook)

It is **desirable** for you to have the following level of knowledge:

- An understanding of the issues faced by people affected by breast cancer
- Knowledge of the Charity Sector

Role Information

Key internal working relationships

You will work closely with the following:

- Assigned Service Development Co-ordinator
- Service Development Manager
- Volunteers assigned to course

Key external working relationships

You will work closely with the following:

- Speakers
- Venue staff
- Breast Care Nurses to support them during their talks
- Other charities to support signposting to relevant services.

General information

Number of posts in the directorate	50
Number of posts in the team	5
Location of role	Inverness, Skye Caithness and Fort William
Hours of work	Variable (approximately 14 days per year)
Contract type	Annual (self-employed contract for services basis)
Medical research	We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there are no alternatives.
Conflict of interests	You will be obliged to devote your full attention and ability to your paid duties. You should not engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.
Immigration, Asylum and Nationality Act 2006	You should not have any restrictions on your eligibility to indefinitely work or reside in the UK.