

Job Description

The merged charity

Breast Cancer Care and Breast Cancer Now have united to create one charity for everyone affected by breast cancer. In April 2019, we became 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	Services Development Coordinator, South of England
Directorate	Services
Team	Services Development and Delivery Team
Job title of reporting manager	Services Development Manager, South of England
Job title(s) of direct reports	None
Document created (Month and Year)	July 2019

Overview of directorate

The Services Directorate aims to drive forward our services that support the prevention, detection and 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

The Services Development Coordinator will be a member of the Services Development and Delivery team which is responsible for developing and delivering Breast Cancer Care and Breast Cancer Now's services, working in partnership with the NHS, voluntary and statutory organisations in locations across the UK.

You will take responsibility for developing and ensuring successful delivery of services across the South of England, which provide information and emotional and practical support to people affected by breast cancer, taking on responsibility for supervising a team of contract staff and supporting volunteers engaged with the services. Working closely with the Head of Services, England, and Services Development Manager, South, you will ensure delivery of Breast Cancer Care and Breast

Cancer Now's organisational strategy, with ambitious targets to increase access, our reach and influence across the UK. A key part of this role will be developing and maintaining productive partnerships with healthcare and allied health professionals, and other third sector organisations, in the assigned locality.

Key tasks and duties

- Ensure successful delivery of services for people with primary breast cancer, with a particular focus on our Moving Forward portfolio and supporting our Information Points service. This will include occasionally facilitating at services' events delivered in the locality and being the lead facilitator at some events
- Ensure successful delivery of Living with Secondary Breast Cancer services, via the sessional therapists who run the sessions, and organise and facilitate the annual Information Days for each service
- Take an innovative and collaborative approach to ongoing service improvement within the locality
- In conjunction with the Heads and Services Development Managers assist with the promotion of Breast Cancer Care and Breast Cancer Now's full range of services by seeking out and fostering successful engagement with partner organisations, healthcare professionals, other stakeholders and our clients, ensuring regular and routine referral to all services delivered in the locality
- Organise and facilitate services' events and meetings, including being the lead facilitator on some occasions
- Ensure quality standards are monitored and maintained, as agreed with the Head of Services/Nations and Head of Specialist Support Services
- Contribute to an effective service evaluation process across all assigned areas of responsibility and produce/contribute to organisational reports as required
- Support the Services Development Managers in investigating any new areas of service delivery or potential partnership opportunities
- Assist with the recruitment, training and supervision of Moving Forward Facilitators and ensure that quality assurance is consistent and well-managed
- Provide support and guidance to the Moving Forward and Living with Secondary Breast Cancer Facilitators to ensure services are delivered consistently in accordance with the agreed service model and quality assurance framework
- Delegate work to the Services Support Team and other support staff and provide guidance and support as necessary to ensure tasks are successfully completed in line with agreed deadlines and outcomes
- Work with the Volunteer Hub to recruit volunteers for this service area, ensuring all volunteers are fully trained and competent to deliver the service, and offering ongoing supervision and guidance where required, ensuring that good relationships are maintained

- Work with the other Services Development Coordinators and the Services Support Team to ensure all administrative processes are fit for purpose, streamlined and enable analysis of service delivery and impact.

Engagement - external:

- Develop and maintain effective working relationships with healthcare professionals, other voluntary sector organisations and cancer information services in the assigned locality to support the effective engagement with, and delivery of, services
- Represent Breast Cancer Care and Breast Cancer Now to the general public, healthcare professionals and other interested groups, giving talks and presentations to promote our work and impact
- Keep informed of current developments in the field of breast cancer, particularly related to this service area, attending relevant conferences, seminars and training courses.

Engagement - internal:

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

General:

- To be a collaborative and effective member of the team prepared to share ideas and find common solutions, 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 Breast Cancer Care and Breast Cancer Now'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
- Any other duties that are within the scope and remit of the role and as agreed with your manager.

Person Specification

Experience

- Experience of developing and delivering information, health or other support services
- Experience of developing and managing a variety of relationships with different stakeholders, for example service users, permanent and contract staff, and volunteers
- Experience of working in partnership and maintaining relationships with health or social care professionals
- Experience of setting up, planning and delivering new services, project development and implementation
- Experience of providing support and guidance to staff and/or volunteers.

Skills and Attributes

- Excellent organisational and time management skills, including the ability to multi-task effectively i.e. the ability to work on own initiative, prioritise workload, manage conflicting priorities and meet tight deadlines
- Excellent oral and written communication skills, with a particular emphasis on contact with clients and healthcare professionals, and an ability to relate to a wide range of people
- Ability to negotiate and influence at a variety of levels
- Ability to innovate and drive ideas forward
- Ability to identify opportunities for service provision and/or improvement
- Ability to work as part of a busy team, and with other teams across different geographical sites
- Confidence in dealing with unexpected situations and problems that arise as a result of the nature of these client groups, including when working alone and away from Breast Cancer Care and Breast Cancer Now premises
- Willingness to enhance personal and professional development
- An understanding of and commitment to the General Data Protection Regulations (GDPR)
- Good working knowledge of IT systems including Microsoft Office (in particular Word, Excel and Outlook) and case management systems
- A willingness to work variable hours, with occasional weekend and evening work, and travel within the UK.

Behaviours

- A passion for Breast Cancer Care and Breast Cancer Now'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 (you will receive expenses and time off in lieu for this)

Desirable criteria:

- Experience of negotiating prices with suppliers to ensure services are delivered within financial constraints
- Experience of working in the voluntary sector (paid or unpaid), or in in a health or social care setting
- An understanding of the issues faced by people affected by breast cancer or experience of working with people affected by cancer or other sensitive or vulnerable groups
- Experience of working with and supporting volunteers.

<p style="text-align: center;">Role Information</p>
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Key internal working relationships

You will work closely with the following:

- Services Support Team
- Volunteer Hub

Key external working relationships

You will work closely with the following:

- Healthcare Professionals
- Cancer support organisations

General information

Number of posts in the directorate	51
Number of posts in the team	4
Location of role	Ibex House, 42-47 Minories, London EC3N 1DY
Hours of work	35 per week, Monday to Friday
Contract type	Permanent
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.