

OPAAL - Macmillan Cancer Support

Independent Advocacy Framework for Cancer Care 2012

Revised Job Descriptions and Person Specifications

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1. Job description: Independent Cancer Support Advocate

Aims of Post:

- To develop and promote advocacy services for older people affected by cancer
- To enable older people affected by cancer to receive appropriate information and support at critical times, to empower them to make informed choices, and to live in the way they choose whilst undertaking their cancer journey
- To enable older people affected by cancer to have a voice in decision making processes, and to make informed choices about their treatment and care options

Duties:

1. To develop the provision of a flexible and inclusive confidential advocacy, information and support service for older people affected by cancer which is responsive to their needs, using various methods of delivery
2. To support older people affected by cancer to become involved in the planning and decision-making processes that affect their lives and the services they receive
3. To develop partnerships with local professionals involved in the delivery of cancer care services, and implement an accessible and responsive referral process linked to the cancer care pathway.
4. To follow up referrals, to make an assessment of need for advocacy support and to plan and carry out the work involved.
5. To develop opportunities for older people affected by cancer to access help and information to suit their individual emotional and geographical needs. This could include one to one drop in sessions, home visits, information events and outreach surgeries at places where cancer services are delivered
6. To contribute to the identification of gaps in service provision, new opportunities and the implementation of new initiatives.
7. To keep up to date with legislation, cancer services and benefits, ensuring that older people affected by cancer are aware of local and national services, and are enabled to maximize their income and are aware of their rights.
8. To record all advocacy activity on SAM System of advocacy Management database.

9. To maintain a balance between all activities and ensure work life balance is considered at all times.
10. To handle complaints and comments in line with organisational policy.
11. To complete timesheets and expense forms by due dates monthly.
12. To work independently and as part of the staff team.
13. To make frequent and effective use of personal supervision and to make use of training opportunities as appropriate.
14. To work within the accepted policies of your employer, paying particular attention to the duty of confidentiality, and responsibility for your own Health and Safety and that of others.
15. To produce quarterly reports, project statistics and other data as required
16. To participate in other relevant activities and duties which are consistent with the overall role of the post as required by your line manager.

Person Specification - Independent Cancer Support Advocate

Attitudes and Values

1. Commitment to helping people to take control of their lives
2. Non-judgmental attitude
3. Willing to challenge discrimination and prejudice
4. Commitment to equal opportunities practice and ability to challenging discriminatory practices for example racism, sexism, ageism
5. Commitment to client confidentiality
6. Commitment to inclusion

Character Traits

1. Empathy
2. Patience
3. Compassionate approach
4. Assertive nature
5. Willingness to work with others

Skills and experience

1. Good listening and verbal communication skills
2. Experience of self-advocacy (e.g. making a complaint) and/or supporting someone through a difficult situation
3. Ability to assist and support people who may be disempowered, vulnerable and distressed
4. Ability to work in a way that allows people to lead the process, rather than 'taking over' from them
5. Ability to assist and support people to speak up for themselves (in formal or informal settings)
6. Ability to separate your own experiences from other people's issues

7. Interest in developing new skills
8. Willingness to attend professional development training
9. Ability to use a computer effectively
10. Team and Group work skills

Other

1. Driving license and access to a car for the purpose of work
2. Ability to travel throughout locality

Desirable

1. Previous experience of working as an advocate with any client group
2. Previous experience of working with older people
3. Previous experience of working with disadvantaged groups

Role Description: Peer Volunteer Cancer Support Advocate

Aims:

- To listen to, and so far as possible to understand, the hopes, fears, wishes and difficulties of older people who have or are affected by cancer
- Where appropriate, to draw on personal experience of cancer, treatment and services in order to inform and support the person
- To enable older people affected by cancer to receive appropriate information and support at critical times, to empower them to make informed choices, and live the way they choose whilst undertaking their cancer journey
- To enable older people affected by cancer have a voice in decision making processes, and make informed choices about treatment care options

Tasks:

1. To establish a relationship of trust with older people who are affected by cancer, giving them the confidence to share their concerns and identify their chosen ways forward
2. To support older people affected by cancer to become involved in the planning and decision-making processes that affect their lives and the services they receive
3. To attend meetings with people affected by cancer when they ask you to do so, in order to ensure that their views, wishes and needs are understood and respected
4. To contribute to the identification of gaps in service provision, new opportunities and the implementation of new initiatives
5. To receive training and information as provided in order to maintain and develop your understanding of cancer, its treatment, relevant services and wider policy
6. To work independently and as part of a team
7. To record your work on the database, in accordance with its policies
8. To make effective use of personal supervision and to make use of development opportunities as appropriate
9. To work within the accepted policies of the organisation, paying particular attention to the policies for Equality, Confidentiality and Health and Safety
10. To participate in other relevant activities and duties which are consistent with the overall role of the post as required by the scheme's Coordinator.

Person Specification - Peer Volunteer Cancer Support Advocate

Attitudes and Values

1. Commitment to helping people to take control of their lives
2. Non-judgemental attitude
3. Willing to challenge discrimination and prejudice
4. Commitment to equal opportunities practice i.e. challenging racism, sexism, ageism
5. Commitment to client confidentiality
6. Patience

Skills and experience

1. Direct personal experience of cancer, cancer treatment and support services
2. Good listening and verbal communication skills
3. Experience of self-advocacy (e.g. making a complaint) and/or supporting someone through a difficult situation
4. Ability to assist and support people who may be disempowered, vulnerable and distressed
5. Ability to work in a way that allows people to lead the process, rather than 'taking over' from them
6. Ability to assist and support people to speak up for themselves (in formal or informal settings)
7. Ability to separate your own experiences from other people's issues
8. Interest in developing new skills

Desirable

1. Driving licence and access to a car for the purpose of your role
2. Ability to travel throughout locality
3. Willingness to further develop existing skills and learn new skills
4. Willingness to engage in training activities

Administration – Caseload Support Officer

Job purpose

To be the first point of contact for the service and to be responsible for SAM (the case management system), ensuring referrals are logged, appropriate information collected and cases allocated to the volunteer coordinator.

To support the Project Manager and provide administrative support to staff, volunteers and service users as necessary to achieve the outcomes of the Peer Advocacy and Support Service for Older People Affected by Cancer Project

Accountability

The Caseload Support Officer is accountable to the Project Manager for the delivery of the above roles to specified standards.

Annual objectives will be set for this role to be used to monitor and evaluate performance within the appraisal scheme.

Principal Tasks

1. Support Project Manager

- 1.1 To support the project team in the development and delivery of a Peer Advocacy and Support Project in accordance with the Project Plan
- 1.2 To handle referrals with sensitivity and confidence ensuring people's first contact with the service inspires trust
- 1.3 To administer the case referral and management system ensuring all necessary information is appropriately collected and referrals dealt with in a professional and timely way
- 1.4 To support the Project Manager with promotional activities and the development of promotional and publicity material in accordance with all OPAAL, Big Lottery and Macmillan Brand Identity Guidelines and using Macmillan on-line resources whenever possible.
- 1.5 To organise and support the network of meetings across the Project.
- 1.6 To prepare all paperwork and correspondence in connection with recruitment, appointment of volunteers.
- 1.7 To ensure that volunteer personnel records are maintained by Volunteer Co-ordinators
- 1.8 To carry out DBS checks on staff and volunteers as required.
- 1.9 To monitor advocacy visits in accordance with our Safe Visiting Policy.
- 1.10 To administer holidays and sickness absence.

2. Information Technology

- 2.1 To input, manage and update the central referral system using SAM
- 2.2 To be the first point of contact for the project to SAM's developers.
- 2.3 To regularly liaise with SAM's developers including offering suggestions for improvement to SAM.
- 2.4 To provide management data as required.

3. Event Organisation

- 3.1 To organise project events in collaboration with staff and volunteers.
- 3.2 Organise training events collaboration with staff.

4. General

- 4.1 To participate in the organisation's supervision and appraisal processes.
- 4.2 To undertake training relevant to development in the post.
- 4.3 To operate at all times in accordance with the organisations policies.
- 4.4 To do all that is reasonably practicable to maintain a safe and healthy work environment within the services managed, ensuring that appropriate risk assessments are carried out and compliance with organisational and statutory requirements.
- 4.5 To undertake such other duties as may be reasonably required.

Volunteer Co-ordinator

Aims of Post:

- To develop and promote advocacy services for older people affected by cancer by recruiting, training and supporting a team of volunteer advocates.
- To enable older people affected by cancer to receive appropriate information and support at critical times, to empower them to make informed choices, and to live in the way they choose whilst undertaking their cancer journey
- To enable older people affected by cancer to have a voice in decision making processes, and to make informed choices about their treatment and care options

Duties:

1. To develop the provision of a flexible and inclusive confidential advocacy, information and support service for older people affected by cancer which is responsive to their needs.
2. To recruit volunteers who have personal experience of cancer among the 50+ age group. This could be past patients, or those who have cared for those with cancer, or been affected in some other way.
3. To deliver the agreed Macmillan advocate training package to all new volunteers, to interview and vet them to determine their suitability.
4. To develop partnerships with local professionals involved in the delivery of cancer care services, and implement an accessible and responsive referral process linked to the cancer care pathway.
5. To follow up referrals, to make an assessment of need for advocacy support and to plan and allocate a suitable volunteer advocate.
6. To train, supervise and manage a small team of volunteer advocates.
7. To pro-actively offer support to volunteer advocates on both a one-to-one and group basis.
8. To develop opportunities for older people affected by cancer to access help and information to suit their individual emotional and geographical needs. This could include one to one drop in sessions, home visits, information events and outreach surgeries at places where cancer services are delivered
9. To contribute to the identification of gaps in service provision, new opportunities and the implementation of new initiatives.

10. To keep up to date with legislation, cancer services and benefits ensuring that older people affected by cancer are aware of local and national services, and are enabled to maximise their income and are aware of their rights.
11. To ensure that all advocacy activity is recorded on the organisation's casework database.
12. To maintain a balance between all activities and ensure work life balance is considered at all times.
13. To handle complaints and comments in line with organisational policy.
14. To complete timesheets and expense forms by due dates monthly.
15. To work independently and as part of the staff team.
16. To make frequent and effective use of personal supervision and to make use of training opportunities as appropriate.
17. To work within the accepted policies of the organisation, paying particular attention to the duty of confidentiality, and responsibility for your own Health and Safety and that of others.
18. To produce quarterly reports, project statistics and other data as required
19. To participate in other relevant activities and duties which are consistent with the overall role of the post as required by your line manager.

Person Specification – Volunteer Co-ordinator

Essential:	Desirable
Qualifications: Good standard of education and a counselling or related qualification	Qualification relevant to this field of work
Experience:	
Direct experience of working in the field of health, social care or the voluntary sector	Experience of working with vulnerable people
Experience of working in a multi-disciplinary capacity	Work experience that demonstrates good networking ability
Experience of work in a confidential setting	
A proven record of working towards improved outcomes	Direct experience working with older people
Experience of one to one work with individuals/ experiencing stressful situations	
Skills:	
Good communication skills at all levels	
An ability to maintain and update a database system, produce reports and collate project data	Experience of providing information in accessible formats
Accuracy in recording and monitoring	Experience of quality monitoring
An ability to understand and deal sensitively with a wide range of caring situations, including bereavement support and promoting well being	Experience of enabling older people to improve their quality of life
An ability to work with stressful situations	
An ability to work on own initiative and as part of a small, flexible staff team	Experience of working in a team
The ability to recruit, train and support a team of volunteer advocates	Hold a full UK Driving Licence and have access to a car
Knowledge:	
Knowledge of the cancer pathway and Macmillan services	A knowledge of the local statutory and voluntary sectors and services
An understanding of relevant legislation, strategies and cancer services	A knowledge of current carer legislation

These job descriptions may be subject to review in the light of the developing project and in consultation with the post holder.