

## Leukaemia CARE Job Description

JOB TITLE	<b>CARE and Support Advisor</b>
ACCOUNTABLE TO	CARE Team Manager
SALARY	£16,000
HOURS	1 x 37.5 (8.30am to 4.30pm daily with half an hour lunch)
LOCATION	Leukaemia CARE Head Offices, Worcester

**Leukaemia CARE** exists to provide vital care and support to all those whose lives are affected by leukaemia, lymphoma and allied blood disorders. Our work extends to the welfare of families and carers, as well as that of patients themselves. The 24 hour CARE Line is our flagship service.

### Summary

The CARE Line is the primary point of contact for those who are affected by blood and lymphatic cancers. The purpose of the role is to take calls from patients, family members, carers and others, to listen to their issues and concerns, and to do our best to provide them with whatever emotional support and information they need. Direct help can also be provided through small grants to patients to help with day to day needs. Advisers maintain telephone contact with previous callers, compile and update information of interest to patients, and work to develop and co-ordinate local patient support groups across the country. The Team maintains a database record of calls to enable us to keep in contact, carries out the administration needed to support the CARE services, and works to develop the quality and reach of our services. CARE and Support Advisers are expected to complete a programme of accredited training including THA (The Telephone Helplines Association) training and a qualification in Listening and Bereavement Skills, and to build their general understanding of blood and lymphatic cancers.

### Main responsibilities

1. To answer CARE Line calls from patients, carers, family members and professionals, and provide emotional support and accurate information.
2. To proactively contact and maintain telephone communication with previous callers and members.
3. To liaise with hospitals in order to gain outlets for the 'Journey' Newsletter and other Leukaemia CARE literature. Contribute to the development and supply of information packs for patients.
4. To work proactively to foster Patient Support Groups linked to hospitals, providing co-ordination and helping motivate local volunteers taking on this role.

5. To investigate resources and provide appropriate information required by callers, including the use of books and leaflets, the internet, and the expertise of partner charities.
6. To make an accurate record of every call and carry out any appropriate follow up actions required. To undertake administration connected to the CARE Line and membership applications, including updating information on the database and controlling the stock of information booklets.
7. To ensure that the team maintains a professional response at all times.
8. To ensure all callers are dealt with in a caring, respectful and professional way, and ensure complete caller confidentiality within the CARE Line Team.
9. Work as a dependable Team member to ensure the smooth servicing of the CARE Line, supporting colleagues as needed and seeking back up, advice and support for self when required.
10. Contribute to the continuous improvement of the services provided, through seeking and making use of customer feedback and through the use of quality assurance frameworks.
11. Attend and help as required at occasional out of hours events (for example patient conferences, nurse training days, London Marathon, Santathon)

### **General accountabilities**

1. To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities, encourage and support staff colleagues in their development and take an active part in team meetings.
2. Communicate effectively; accept responsibility for own work and its delivery; improve own performance and encourage an effective working environment.
3. Work effectively within Leukaemia CARE, support its purpose & values, support sustainability, respect diversity, protect security & confidentiality & manage risk.
4. Ensure compliance with health and safety requirements.
5. Develop positive working relationships with colleagues, within the organisation and with relevant external organisations.
6. Ensure compliance with essential business processes e.g. filling out daily timesheets, diary entries, sickness records and holiday forms.

7. To undertake other duties as may be reasonably required and which are consistent with the general level of the responsibility of the job.

## Person specification – CARE and Support Adviser

	<b>Essential</b>	<b>Desirable</b>
<b>Experience and skills</b>	<p>Skills and experience in advisory or care helpline work. Listening skills. Good telephone communication skills</p> <p>Experience of using databases, email, and web based communication.</p> <p>Excellent communication skills both verbal and written. Ability to adjust style of communication for a variety of audiences, and explain complex information in a straightforward and accessible way.</p> <p>Good interpersonal skills, an ability to encourage and motivate others.</p> <p>Excellent IT skills</p> <p>Ability to follow administrative systems and maintain accurate records</p>	<p>A background in the medical or care field.</p> <p>Experience of working in the charitable sector.</p> <p>Experience of the impact of cancer on individuals and families.</p>
<b>Knowledge</b>	<p>Good level of general education including numeracy and literacy.</p> <p>Awareness of diverse cultural backgrounds.</p>	<p>Relevant qualification in advice giving, bereavement support, care helpline work.</p> <p>Knowledge of cancers and the impact on patients and families.</p>
<b>Personal qualities</b>	<p>The ability to empathise and show a caring compassionate response. Open and non-judgemental approach. A commitment to empowering others.</p> <p>Ability to cope with situations that may be emotionally challenging.</p> <p>Able to work in a systematic way and maintain accurate records.</p>	

	<p>Ability to work independently and as part of a team.</p> <p>Sympathy with the work of Leukaemia CARE A positive and constructive approach, ability to be a dependable and supportive team member.</p> <p>Willingness to review and address own emotional and development needs. Be prepared to learn and undertake professional development</p> <p>Ability to give a professional impression of the charity at all times while maintaining a friendly and approachable manner.</p>	
<b>Other requirements</b>	Willingness to attend out-of-hours events held at weekends or in the evening.	

**Note:** This post will in due course be subject to registration with the new Independent Safeguarding Authority under the Vetting and Barring Scheme, and to Criminal Records Bureau check.