

JOB DESCRIPTION AND PERSON SPECIFICATION FOR THE POST OF COMMUNITY AND OUTREACH MANAGER

Job Title: Community and Outreach Manager

Location: Cavendish Cancer Care premises and outreach sites

Accountable to: Board of Trustees

Reporting to: Head of Service

Job Summary

- To take responsibility for allocated services across the main Centre, outreach and in the community. This includes outreach services within Sheffield Teaching Hospitals NHS Trust and a service for patients at Chesterfield Cancer Support Centre at Chesterfield Royal Hospital and a Cancer Information Hub in Sheffield city centre.
- To engage with healthcare professionals and stakeholders, to maintain and build relationships and identify and support opportunities for development.
- To work with the Volunteer Programme Lead to take responsibility for volunteers and the Cavendish Buddy scheme.
- To work with the Head of Service at Cavendish Cancer Care to coordinate and promote effective service provision.

KEY RESPONSIBILITIES

- To manage and monitor the Operations functions and to ensure the effective and timely delivery of services across the main Centre, in the community and in outreach against relevant SLA's.
- To manage, support and communicate effectively with the therapy teams working in Outreach, the community and with the Volunteer Programme Lead and Buddy scheme to ensure robust governance and maintain standards, quality and compliance.
- To manage, in conjunction with the Volunteer Programme Lead, a team of volunteers to contribute to service delivery across the organisation.
- To evaluate current services and produce relevant reports.
- To work closely and develop and maintain effective relationships and communication with key stakeholders and to raise awareness of services and identify/support opportunities for development.
- To be involved with the planning, set up and delivery of future services.
- To maintain and lead on service improvement initiatives and to be involved with data analysis and audit to inform long term impacts, future projects and service delivery.
- To play a key role in supporting the Head of Service to implement strategy, develop services and maintain quality and standards.
- To deputise for the Head of Service when necessary.
- To demonstrate commitment to the strategy and vision of CCC.
- To liaise with other members of the team at Cavendish Cancer Care and to attend staff and team meetings as necessary.
- To maintain confidentiality and adhere to all Cavendish Cancer Care policies.

KEY DELIVERABLES

- To ensure effective delivery of all outreach services, community hubs and Buddy scheme.
- To ensure delivery of an effective volunteering programme.
- To contribute to the strategic planning and development of Services.
- To conduct audit and evaluation of service provision in a timely manner and to produce relevant reports.
- To liaise with other members of the team at Cavendish and to attend staff and team meetings.
- To liaise with key stakeholders and other professionals and to be involved with activities to promote awareness of Cavendish Cancer Care.

KEY MEASURES

- Effective service delivery and according to Service Level Agreement's in outreach.
- Effective delivery of volunteering programme.
- Accurate and timely record keeping, audit and report writing.
- Effective communication with healthcare providers and key stakeholders.
- Services developed in line with strategy.

SUPPORT AND PROFESSIONAL DEVELOPMENT

Support is provided by the Head of Service at the Centre. Mentorship is provided for the first three months.

The post holder is required to take a proactive approach to continued professional and personal development and to provide evidence thereof.

The post holder may also be required to carry out other duties reasonably expected by Cavendish Cancer Care. This job description may be reviewed and amended as required following consultation with the post holder to reflect organisational and role developments and need.

TERMS OF CONTRACT

Contract status: Permanent, part time.

Normal Working Hours: 22.5 hours over 3 days per week with need for flexible working Monday to Friday. Will include some site cover until 1800 hours on at least one day a week.

Annual Salary: £28-30,000 pro-rata.

Pension: Cavendish Cancer Care Group Personal Pension Plan, Royal London Employer contribution 3%.

Annual Leave: 25 days pro-rata + Bank Holidays pro-rata.

Person specification

Post: Community and Outreach Manager

	Essential	Desirable
Qualifications	Professional qualification or experience relevant to the post.	Nursing/Social work qualifications
Skills	<p>Ability, and commitment, to work in a person centred, collaborative and holistic way.</p> <p>Ability to lead, motivate and support a team of people.</p> <p>Excellent communication and interpersonal skills.</p> <p>Ability to work flexibly and be responsive to changing need.</p> <p>Excellent time management, administrative and organisational skills.</p> <p>Excellent IT skills – MS office applications including word, Excel, PowerPoint.</p> <p>Ability to work on own initiative and within a team.</p> <p>Ability to positively engage in service promotion, liaison and</p>	

	<p>evaluation with external agencies in a range of different contexts.</p>	
<p>Knowledge</p>	<p>Knowledge and experience within governance and ability to support others to reach compliance and maintain a high quality service.</p> <p>Knowledge and experience of Microsoft applications (outlook, word, PowerPoint).</p> <p>Knowledge in relation to audit and evaluation and report writing.</p> <p>Knowledge and experience with service level agreements, budget setting, and cost control.</p>	<p>Knowledge in relation to research.</p>
<p>Experience</p>	<p>Professional experience of managing a team of people and operational delivery within a health and/or social care/community setting.</p> <p>Two or more years' experience relevant to the requirements of the post.</p> <p>Experience of developing relationships and partnerships with stakeholders.</p> <p>Experience of working with clients with cancer or long term health conditions.</p>	<p>Experience of working in the NHS and clinical experience of working within a multidisciplinary team.</p> <p>Experience of project management in the community.</p> <p>Experience of managing/working with volunteers.</p>

<p>Personal Attributes</p>	<p>Self motivated Flexible Committed to equality and diversity Resilient Hold a full UK driving license and a willingness to travel as required.</p>	
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