

# Head of Service

## Candidate Information Pack

Cavendish Cancer Care  
Tim Pryor Centre  
34 Wilkinson Street  
Sheffield  
S10 2GB

[hello@cavcare.org.uk](mailto:hello@cavcare.org.uk)

[www.cavcare.org.uk](http://www.cavcare.org.uk)

Registered Charity 1104261

## A Message from Our CEO

Many thanks for taking an interest in joining our team at Cavendish Cancer Care. In this pack you will find information about your job role but also about the ethos and culture of our charity

At Cavendish Cancer Care, we understand that each person's journey with cancer is unique whether you be a patient, carer or family member. Therefore, our support is tailored to individual needs, ensuring a personalised approach.

Our dedicated team provides a wide range of therapies and group interventions, both in person and online. These can deliver significant and immediate health benefits but also equip individuals with self-help techniques, such as relaxation and visualisation, which can support their long-term overall wellbeing.

All of our support is free of charge because we firmly believe that financial constraints should not hinder individuals from accessing the care they deserve. By removing financial barriers, we ensure equitable access to our support services, promoting a more inclusive and compassionate environment.

It is important to note that our support extends to individuals of all ages. Our commitment to inclusivity is exemplified by our dedicated Children and Young People's Service, which offers specialist play therapy, art therapy and counselling. Children affected by cancer receive tailored support through these specialised services, ensuring they have a safe space to express their emotions and navigate their unique challenges.

Demand for our support has soared. To address this growing demand and enhance our overall effectiveness, we are currently conducting a strategic review. Our aim is to improve the integration of support services, reach a broader audience, promote diversity, upgrade our facilities and ensure financial sustainability.

I look forward to welcoming you to our team.



Emma

**Emma Draper CEO**





**"Cavendish Cancer Care is a lifeline, they provide a haven in the turmoil of cancer treatment. Not only that they provide practical and emotional support that friends and family can't. I really don't know where I would have been without them"**

## About Cavendish Cancer Care

At Cavendish Cancer Care we support local people who are living with cancer. We give them and their families the chance to talk in confidence and offer complementary therapies to help alleviate both the emotional strain of cancer, and the physical side effects of the illness and its treatment.

We're an independent Sheffield charity and since 1991, we've been helping people across South Yorkshire, North Derbyshire and Nottinghamshire

We work alongside the NHS, offering professional counselling and therapy that complements and supports medical treatment. Our team of skilled counsellors and therapists specialise in supporting those with cancer. The services we offer are fully tailored to each individual's needs. We provide a place where people can share feelings and thoughts without guilt or the fear of upsetting anyone. We'll listen to the things people can't always say to their loved ones, with no judgement.

We are a charity and rely on the generosity of the public to keep our doors open. This includes donations and fundraising from supporters and former clients, and the hard work of our amazing volunteers.

## About the Role

As overall Head of Service you will lead and be responsible for the development, management and delivery of a high quality, professional service at the Tim Pryor Centre, in outreach locations and digitally.

Over recent years we have built on the solid foundations of 30 years of holistic cancer care to develop a new suite of digital support. What is core to our organisation is the in person face to face support we provide at the Tim Pryor Centre but we want to further innovate to provide people with the support they deserve.

You will play a vital role in the development of Cavendish Cancer Care services shaping the future and strategic direction of cancer care for the patients and families we support.

The culture of compassion and commitment which runs throughout the organisation and makes Cavendish Cancer Care a rewarding, supportive and positive place to work is driven by the service you will lead.

You will be based Cavendish Cancer Care's Tim Pryor Centre, although flexible working is supported. Work pattern and hours to be agreed with the post holder

## Head of Service

<b>Hours:</b>	<b>37.5</b>
<b>Location:</b>	<b>Tim Pryor Centre but flexible working is supported</b>
<b>Accountable to:</b>	<b>Board of Trustees</b>
<b>Reporting to:</b>	<b>CEO</b>
<b>Salary</b>	<b>Competitive Salary</b>



# Key Responsibilities

## **Provision of service and support to individuals and families affected by a diagnosis of cancer.**

- To lead and be responsible for the delivery of effective service provision within a hybrid model, including outreach services and to maintain the ethos and high standard of the supportive care offered.
- To work confidently and communicate effectively with patients with cancer or other life limiting illness, at any stage of the disease, or with family members, or during bereavement.
- To maintain appropriate and accurate documentation and collection of activity data.
- To contribute to strategy and to lead and implement new service developments.
- To produce service evaluation reports and to contribute to research and audit.
- To work with colleagues to develop and deliver communications and to promote engagement with Cavendish Cancer Care Services.
- To lead engagement with clients, carers, healthcare professionals, social care, VCSE organisations and supporters of the charity. To attend meetings as required.
- To act as a designated Safeguarding Lead.

## **Management and Leadership**

- To be responsible for recruitment, training and mentoring of members of the therapy team.
- To provide line management and leadership for the therapy and reception teams including day-to-day management, case discussion time and support.
- To set consistently high professional standards and always ensure compliance of clinical staff, in keeping with the policies and procedures of the service.
- To contribute to training and educational programmes as required and to promote a learning culture across the team. This includes placements for student doctors.
- To lead and participate in team meetings and events.
- To work with the Senior Leadership Team and all members of the core staff to ensure effective communication across teams.
- To work with the Senior Leadership Team to and be proactive in relation to strategic planning and service development.
- To be proactive with training and development needs.

# Key Responsibilities

## Governance and general duties

- To ensure effective clinical governance and that staff and Cavendish Cancer Care are compliant with all legislation and codes of practice relevant to delivery of therapeutic support, including health and safety regulations, Equal Opportunities and GDPR.
- To respect confidentiality, applying to all Cavendish Cancer Care areas.
- To contribute to the Risk Assessments that are undertaken and contribute to regular reviews and writing of policies and procedures for therapy service.
- To act as an Ambassador for Cavendish Cancer Care and to safeguard the good name and reputation of Cavendish Cancer Care by every reasonable means.
- To represent and promote the work of Cavendish Cancer Care to external agencies both within the Health Service and the Voluntary Sector.
- To demonstrate a positive and supportive attitude to staff and volunteers and uphold the philosophy and values of the charity.
- To ensure Equality, Diversity and Inclusion (EDI) is a guiding principle throughout the design of the service and is considered in all aspects of development.

The above job description is not an exhaustive list of all duties required of the postholder. The postholder 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 needs.

## Terms of Contract

<b>Contract Status</b>	<b>Salaried Permanent</b>
<b>Location:</b>	<b>The postholder will work from Cavendish Cancer Care's base, the Tim Pryor Centre, although flexible working is supported</b>
<b>Working Hours</b>	<b>37.5 hours per week Monday to Friday by agreement</b>
<b>Salary</b>	<b>Competitive Salary</b>
<b>Annual Leave</b>	<b>25 days plus bank holidays</b>
<b>Pension</b>	<b>Cavendish Cancer Care Group Personal Pension Plan, Royal London. Employer contribution - 3%. Employee contribution - 5%.</b>

## Person Specification

	Required	Desirable
<b>Professional Experience &amp; Qualifications</b>		
Experience of working as a Health or Social Work Professional operating at NHS band 7 to 8a (medical, nursing, allied health professional).	X	
Professional experience of working with people who have cancer or other life limiting disease and families who are experiencing emotional distress.	X	
Degree (or higher level qualification) within a relevant field.		X
Experience of working in a health or social care setting and of management and leadership of a team.	X	
Experience of a person centred approach to the delivery of high quality support and services	X	
<b>Knowledge &amp; Understanding</b>		
Knowledge/understanding of the psychological, emotional, and spiritual needs commonly experienced by people affected by cancer and life limiting conditions.	X	
Knowledge/understanding of grief, loss and bereavement.	X	
Knowledge of adult safeguarding and legislation.	X	
Experience of delivering educational and training programmes.		X



## Person Specification

	Required	Desirable
Commitment to continued professional development.	X	
Knowledge/understanding of strategic planning, development and delivery of a high quality service.	X	
<b>Skills &amp; Attributes</b>		
Commitment to the values and ambitions of CCC.	X	
Adaptable and flexible approach.	X	
Ability to reflect and learn from experience.	X	
Excellent communication and strong interpersonal skills.	X	
Excellent time management and organisational skills and ability to prioritise workloads.	X	
Ability to demonstrate compassion and resilience when dealing with highly emotive situations.	X	
Ability to work accurately with attention to detail including maintaining good record keeping.	X	
Competent user of IT systems.	X	





## Our Care

Cavendish Cancer Care believes that people affected by cancer have unique needs that cannot always be fully addressed by their health care providers and social support networks. We offer a safe space for people to talk and someone to help them deal with the way cancer has affected them and their life. We strive to support people as individuals, seeing the person, not the illness.

We support people:

- With a cancer diagnosis / going through treatment
- In remission / survivors
- With a loved one facing cancer (such as a parent, child, or partner)
- Who are caring for someone with cancer
- Who have been bereaved by cancer

We will work with you and help you to adjust to cancer, improve your emotional wellbeing and enrich your life.

Our Children and Young People's Service offers specialist support to children and young people up to the age of 18 whose lives have been affected by cancer. This includes those who have had cancer themselves, as well as those who have been affected by the illness within the family. The service also works with young people who are bereaved.

As well as offering one-to-one sessions to young people, our therapists offer advice and support to parents and carers who are looking for guidance in supporting their children and in managing what is often a dramatic change in the family.

The face-to-face in-person service we provide at our home, the Tim Pryor Centre, in the centre of Sheffield will always be a vital part of what we do and will always be core to our values. However, in order to ensure we reach as many people as possible, over the last three years we have developed our online presence, through both live sessions and on-demand content.

We have developed an extensive bank of online resources and self-directed courses. Our new Online Wellbeing Bundle provides lifetime access to a wide range of audio, video and written resources on a number of topics, including stress, mindfulness, sleep, diet and nutrition, which clients can use to manage their long-term health and wellbeing.

Our face to face and online offerings, coupled with our peer-to-peer support service, Cavendish Cancer Buddies, mean that we are now able to offer a wide range of interventions to effectively address the impact cancer has on each individual.

## Why work with us ?



We have a culture of compassion and commitment which runs throughout the organisation and makes Cavendish Cancer Care a rewarding, supportive and positive place to work. We believe that the thing that makes Cavendish Cancer Care special is the people involved in all areas of the organisation.

Some benefits of being a member of the Cavendish team include:

### **Cavendish Wellbeing Platform**

All staff have access to our Cavendish Wellbeing platform which contains video and self directed content to support your mental and physical wellbeing.



### **Continuing Professional Development**

Everyone working at Cavendish Cancer Care has access to training budget each year to support their professional development.

### **Free car parking**

We have staff parking onsite at our home the Tim Pryor Centre.



### **Flexible working**

We believe a positive workplace means having a flexible approach to working patterns and will always listen to your needs and try to accommodate them if possible.

### **Experts in cancer support**

For more than 30 years we have been improving the quality of life for people living with cancer and their loved ones. You will be joining a charity that is well respected across the cancer care landscape



### **Making a difference**

By taking a role at Cavendish Cancer Care you will be contributing to an vital charity supporting cancer patients and their families. You will be able to see the difference you make on a day to day basis.

## Vision for the Future

Although our services continue to evaluate extremely well and make a real difference to the lives of those we support, we never stop looking for ways to improve the care we provide. In 2023/24 we are undertaking a strategic review of our services to ensure that:

- All the different types of support we offer are fully integrated and we provide a seamless experience for our clients to ensure that they can access the right support at the right time, to maximise their short and long-term health and wellbeing;
- We can reach more of the people who would benefit from our support but don't currently receive it;
- We increase the diversity of our client base so that it is more representative of the community we serve;
- Our premises, facilities and systems are fit for purpose and provide a quality experience for our clients; and
- We can become a centre of excellence for integrated cancer care

We are committed to expanding and enhancing our Children and Young People's Service, ensuring that it can reach and support a larger number of young individuals facing the challenges of a cancer diagnosis, whether personally or within their family. Our goal is to create an environment and structure that can effectively provide the much-needed support for these young people to address the significant trauma they have experienced.

We are excited about the opportunities that lie ahead as we plan for the future.



## Cavendish Cancer Care

### Contributing to Integrated Cancer Care, Education and Research

Our experienced therapy team also operate hospital-based outreach services across several key locations within Sheffield Teaching Hospitals NHS Foundation Trust. They provide vital support to patients and carers as they go through treatment and end-of-life care. Building on this, we have expanded our outreach service to Chesterfield Royal Hospital to support people affected by cancer in North Derbyshire.

In addition, we maintain a role working alongside the University of Sheffield to deliver high quality education and placements for the University's medical students. We help them to understand the importance of complementary therapies and the role they can play in effective holistic support for people affected by cancer.

We also have involvement with the SURECAN study, led by Queen Mary University of London. This study seeks to develop a new type of talking therapy to improve the quality of life and overall wellbeing of cancer patients.



## Our Commitment to Equity, Diversity and Inclusion

At Cavendish Cancer Care, we are dedicated to fostering an inclusive and diverse work environment. We firmly believe that a diverse workforce, inclusive of various backgrounds, experiences, and perspectives, enriches our workplace and strengthens our ability to innovate and serve our community effectively.

We are committed to providing equal employment opportunities to all individuals regardless of race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. We actively promote an environment where everyone feels valued, respected and empowered to contribute their best.

Our commitment to equity, diversity and inclusion extends beyond our hiring process. We strive to create an atmosphere where every employee feels supported, has the opportunity to grow and can thrive in their role. Through ongoing education, training and open dialogue, we are dedicated to continuously improving our practices and fostering an environment that champions diversity and inclusion at all levels.

# How We Deal with Your Application

We will deal with your application as quickly as possible and advise you of the likely timetable at each stage.

Following your application:

- You will receive an acknowledgment of receipt of application.
- Your application will be evaluated against the criteria set out in the pack. All applicants will be contacted with feedback.
- Shortlisted candidates will be invited for interview at Cavendish Cancer Care.
- Where a candidate is unable to attend and interview on the set date then we will endeavour to provide an alternative date. The timescales of this alternative date must be equitable and fair for all candidates involved.
- All candidates interviewed will be contacted with feedback.
- If successful you will receive a letter confirming your appointment.

## How We Treat Your Data

We take the protection and security of the information you provide extremely seriously.

Unless you are successful in securing employment with Cavendish Cancer Care, we will use it only as part of our recruitment processes, to assess your suitability for any vacancies within our team. For further information about our approach, please visit <https://cavcare.org.uk/get-involved/jobs/>



## How to Apply

If you wish to apply for the position, please supply the following:

- An up-to-date CV setting out your career history with responsibilities and achievements, any professional registrations and preferred contact details.
- A supporting statement (or covering letter) of no more than 2 pages which fully addresses the criteria in the job description and person specification.
- Details of two referees who can speak authoritatively about you, together with a brief statement of how long they have known you and in what capacity. Referees will not be contacted without your consent

The above should be sent to Emma Draper  
email: [e.draper@cavcare.org.uk](mailto:e.draper@cavcare.org.uk)

The closing date for applications is 19th October

For an informal and confidential discussion about the role please contact:

Emma Draper CEO  
[e.draper@cavcare.org.uk](mailto:e.draper@cavcare.org.uk)  
0114278 4600

## Recruitment Timetable

**The dates are indicative and may be subject to change (except the closing date)**

**Closing Date: 19th October**

**Interviews: Provisionally w/c 30th October**



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