

# Community Cancer Link Worker Application Pack

Date: 10/05/2022



<b>Job Title:</b>	Community Cancer Link Worker
<b>Salary:</b>	£28,325 (inclusive of £500 expenses) (+3% pension contribution)
<b>Working hours:</b>	37.5 per week
<b>Contract length:</b>	Fixed-term, two years
<b>Reports to:</b>	Personalised Care Community Development Lead
<b>Based:</b>	London Borough of Haringey

## What is Public Voice?

Public Voice is a Community Interest Company (CIC) with a mission to improve neighbourhoods, the lives of the people who live in them and the public services they use.

We deliver a number of projects in Haringey and other London boroughs, including the statutory Healthwatch service in Haringey, Haringey Advice Partnership, as part of consortiums delivering information, advice and guidance, and Haringey Reach and Connect, a community navigation and support service for over 50s in Haringey, in partnership with Mind in Haringey and Wise Thoughts. We also manage a team of Social Prescribing Link Workers based in GP practices across Haringey, support Haringey's Joint Partnership Board, with several reference groups for adult social care users providing an interface between service users, the NHS and the Council, and provide advice and support for residents in the planning, regeneration and development of their homes and neighbourhoods through our Public Voice Neighbourhoods service.

We do this through community engagement, individual user engagement and community intervention, collecting the combined voices of citizens, gathering evidence and ultimately taking action to bring about positive change, now and in the future.

## **Statement of intent on equality, diversity and inclusion**

Public Voice is an equal opportunities employer and an anti-discrimination, pro-diversity and inclusion organisation.

We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities.

We want to make sure that everyone is treated fairly and with dignity and respect by challenging discrimination and removing barriers. We recognise the benefits of different values, abilities, and perspectives, and celebrating people's differences. This means promoting an environment that welcomes and values diverse backgrounds, thinking, skills and experience.

We positively welcome applications from candidates from Black, Asian and Minority Ethnic Communities and also welcome applications from disabled candidates.

We celebrate the diversity within our staff team who are representative of the diversity in our local communities and continually strive to provide equal access to all.

### **The Role**

To provide personalised information, advice, and support for people living with and beyond cancer, including their families and carers. You will signpost and refer clients to activities and services which will support their needs. To develop strong working relationship with General Practice (GP) and their Multi-Disciplinary Team's (MDT) including Social Prescribers, and other health professionals across the cancer pathway.

To develop, build and maintain effective partnerships and relationships with local voluntary and community sector organisations to support signposting of patients.

As a Community Cancer Link Worker, your work will be delivered remotely, in patient homes, in GP practices in community locations across Haringey.

The Community Cancer Link Worker will deliver a 1-1 support service, and form part of a wider project to improve the support provided to those living with and beyond cancer in the most deprived wards of Haringey.

## **About You**

We are looking for someone who has a background in health / social care and/or working with vulnerable / isolated people. With experience of working in an urban multi-cultural area. Sensitive to the needs of individuals and communities that are perceived as hard-to-reach, being non-judgmental and taking a positive approach to all people.

Having excellent communication skills, being fluent in a second language would be desirable but is not essential.

You will need to have good IT skills and experience of using a database or CRM system.

We are looking for someone outgoing and energetic who is passionate about improving the health and wellbeing of others.

## **Job Summary**

### **Main Duties and Responsibilities**

#### **Person-centred care and support**

1. Facilitate the provision of accessible practical, emotional and social support for people affected by cancer. Based on a robust individual holistic assessment of their needs and what matters to them, co-produce a personalised support plan to address their health and wellbeing needs.
2. Empower and coach patients to maintain or regain independence by providing accessible information and enabling them to assess their own abilities, identify goals and take charge of decisions that affect them.
3. Signpost, refer and support patients to access local voluntary, community and statutory services to help meet their needs. Follow-up according to the patient's level of needs.
4. Treat patients, carers and their families with dignity, empathy, understanding, diplomacy, honesty and integrity. Respect different cultures, religions, ways of life and other personal characteristics at all times.

## **Communication and Collaboration**

5. Advocate for the client by liaising with secondary care cancer colleagues such as cancer secretaries, clinical nurse specialists, support workers, and other relevant services as appropriate.
6. Seek advice and support from GP's to discuss concerns regarding client's health or wellbeing. This may include clinical symptoms, signs of cancer recurrence, or support with mental health, referring the client back to the GP or other suitable health professional if required.
7. Build and maintain a good understanding of the local cancer pathway and the services and support available to people affected by cancer in Haringey. Develop supportive relationships with other local VCS organisations, community and neighbourhood level groups, and statutory services to contribute to a directory of services.
8. Be an advocate for the service, participating in campaigns, communications or presentations to publicise and raise awareness of the service, ensuring that referral rates into the service are maintained.
9. To proactively establish strong working relationships with both external and internal colleagues, participating in effective team work and establishing good channels of communication with relevant organisations.
10. Work with participating practices to establish the service, including developing referral processes, information management and sharing requirements.

## **Service Quality and Development**

11. Keep accurate records relating to service data and client interactions, contributing to the collection of monitoring information and preparation of progress reports for clients, the service, and VCS services involved in the programme.
12. Contribute to service improvements, drawing upon knowledge of service delivery, and commenting on proposed changes to the pilot service, its policies and procedures.
13. Gather client feedback following their involvement with the service to evaluate the quality of the service provided and to inform service changes and developments.

14. Lead by example by demonstrating excellent customer service, delivery skills, organisation and professionalism.
15. Ensure organisations accepting client referrals are safe, effective, and have the support they need to be part of the service.
16. Work with your supervising GP and line manager to access regular clinical supervision and undertake continual personal and professional development.

### **General Responsibilities**

17. Be part of a wider team of Social Prescribing Link Workers who work across a variety of GP Practices in Haringey, and within the Public Voice Team
18. Proactively contact, engage and inspire people to take part, assessing their needs and offering a personalised approach to include face to face meetings, home visits, telephone support as required
19. Motivate, empower and encourage people to take positive action to improve their health and wellbeing, by connecting with others, attending groups, promoting self-care, volunteering, accessing advice and information and support services. Set goals and develop plans with people to help them take control of their health and wellbeing
20. Work with people in a supportive, holistic way (using a Motivational Interview approach) to address practical and psychological barriers, such as lack of transport, low confidence and social isolation, to co-produce a solution
21. Use EMIS to record patient interactions and any actions that come out of your conversations

<b>Person specification</b>		
<b>Qualifications</b>	Essential	Desirable
Background in health / social care and/or working with vulnerable / isolated people	•	
<b>Experience</b>		
Experience of working in an urban multi-cultural area	•	
Good IT skills and experience of using a database or CRM system.	•	
Experience of motivating, empowering, supporting people to achieve goals.		•
Experience of working with volunteers.		•
<b>Knowledge</b>		
Good knowledge of information governance and ability to always maintain confidentiality, within any statutory guidance on safeguarding.	•	
<b>Skills</b>		
To be non-judgmental and to take a positive approach to all people.	•	
Able to follow processes and systems when accepting referrals, assessing people, developing action plans and following up.	•	
Excellent communication skills, able to negotiate, build relationships, advocate for people and inspire others.	•	
To be sensitive to the needs of individuals and communities that are perceived as hard-to-reach.	•	
The ability to effectively communicate with a wide range of stakeholders, including good social interaction and listening skills.	•	
Resilient and confident, able to work in a busy environment (GP practice) with colleagues under pressure and champion the service to health professionals.	•	

Good IT skills and experience of using a database or CRM system.	•	
Able to work autonomously and be a self-starter.	•	
Able to take decisions and use professional expertise, but within a structured framework and existing systems and policies.	•	
<b>Other</b>		
Driven, target focused and highly motivated.	•	
Outgoing, energetic and passionate about improving the health and wellbeing of others.	•	
Effective team player who contributes to the success of others.	•	
Fluent in a second language.		•

## Application and selection

To apply, you are asked to provide:

- A copy of your CV.
- A personal statement of no more than two sides of A4 detailing why you are applying and how you meet the person specification criteria – all applications will be reviewed against the person specification criteria, so it is important to address these in your personal statement.
- A completed monitoring form.

You are also asked to supply contact details for two referees, one of whom should be a current or recent employer or someone who has known you in a professional capacity.

Applications should be submitted via email to [info@publicvoice.london](mailto:info@publicvoice.london)

The deadline for all applications is **Monday 23<sup>rd</sup> May 2022, at 9.00am.**

If shortlisted, you will be invited to an interview, where there will also be a practical test relating to the job role.

Interviews will be held on Monday 30<sup>th</sup> May 2022.

If you require the application pack in an alternative format or for any other enquiries, please call the office on 020 3196 1900.