

# Cancer Society of New Zealand Wellington Division Inc

## Marlborough Centre

### JOB DESCRIPTION

**Title:** Support & Information Coordinator

**Organisational Objective:**

*Improving community well-being by reducing the incidence and impact of cancer.*

The Cancer Society is committed to working with our communities by providing leadership and advocacy in cancer control, with core services in Health Promotion, Support, Information, and Research.

**RESPONSIBLE TO:** Manager of Marlborough Centre

**HOURS:** 30 hours per week (0.8 FTE)

**RELATIONSHIPS:**

- Manager of Supportive Care Wellington Division
- Manager Health Promotion Wellington Division
- The Marlborough Centre Executive Committee
- Chief Executive Officer, Wellington
- Cancer Society Marlborough Staff
- Health professionals and allied health within the Marlborough Region, Wellington and Canterbury West Coast Division.
- Cancer Society Supportive Care team Wellington & Canterbury West Coast Divisions; and other Divisions as required.
- Health Promotion team (Wellington Division)
- General Public, including people who have/had/or living with cancer and their families/whānau
- Primary Health, Nelson Marlborough DHB, Māori Health Providers & Whanau Ora Services, Hospice and other health services involved in Supportive Care in the Marlborough Region.

**OVERVIEW:**

The Cancer Society has a range of services providing practical and emotional support, accommodation, access to support groups, advocacy, advice and education to the community in keeping with the concepts and principles of the Ottawa Charter, the Jakarta Declaration, the Treaty of Waitangi and He Anga Whakaahuru Supportive Care Framework and being aware of all ethnic peoples. Cancer Society Marlborough place a

high priority on the provision of a welcoming, supportive and friendly environment to people seeking the services of the Society.

**The Support & Information Coordinator is a key position which has the following primary objectives:**

- To provide a comprehensive range of services, evidence-based information and support to clients by telephone, in person or by email. To use resources, from the Division, that are available for quality cancer information.
- To communicate and liaise with relevant service providers to strengthen and develop networking relationships. This will enable better awareness of the support services and programmes offered by Cancer Society.
- To plan and manage a range of quality support, information and education activities which provide supportive care of cancer patients, their families/whānau and the wider community.
- To support the implementation and direction of the Cancer Society's health promotion programme areas of tobacco control, skin cancer prevention, nutrition and physical activity, men's health and screening and early detection in the Marlborough area within constraints of a part time position.
- To inform/educate health professionals and community organisations about the Cancer Society.
- To have a co-operative approach working alongside centre staff, Divisional staff and volunteers.

## **KEY TASKS:**

### **Supportive Care**

#### **Strategy, Planning & Implementation**

- To contribute to the development of divisional strategic plans in relation to Supportive Care
- To deliver the activities under the Divisional Strategic Plan in relation to Supportive Care.
- To contribute to the implementation of the objectives and goals within the Cancer Society's *Matatuhi Arahi* - service plan for Maori and the *Get the Tools* - Men's Health Programme.

#### **Information and Support**

- To provide Supportive Care & Information Services within the Marlborough Region, working with volunteers and health professionals in conjunction with the Divisional Manager Supportive Care.

- To provide comprehensive, evidence-based information and support to clients/family/whānau, relatives and places of work by telephone, in person, electronically or by mail. Collate and distribute information requested by clients.
- To work from a client centred approach - ensuring a person or their family are at the centre of decisions which relate to their life. (A person-centred process involves active listening, thinking together and coaching, sharing ideas, reflective listening and good communication, and when appropriate, to share strategies.)
- To demonstrate an understanding of kaupapa Māori, tikanga and Treaty of Waitangi when working with Māori clients. To have cross-cultural understanding and awareness of other cultures
- Establish and maintain relationships with health providers, eg MDHB, outpatients, chemo unit, day patients, to promote Cancer Support & Information to health professionals in the public and private sectors.
- Ensure displays of Cancer Society information in local hospitals are up to date and replenished on a timely basis
- Participate in, and when appropriate talk to community groups
- Maintain and develop knowledge and links within the community and social services. Providing relevant information for patients/clients about CS Marlborough.
- Assist clients with provision and supply of wigs (if available), turbans and hats etc.
- Maintain up-to-date records within ethical and professional guidelines.
- Document all contacts in Penelope (patient/client) database.
- Contribute to the assessment and development of support services across the wider Marlborough region, including outlying communities, in response to identified needs.
- Maintain library resources, using resources agreed by Editorial Team, for work places, adults, family/whānau. Books that can be used by whānau, supporting friends, colleagues, children when a family/whānau member is affected by cancer.
- When needed plan and facilitate groups and workshops that assist people with cancer explore and adapt to a diagnosis of cancer through group process
- Promote the training of facilitators and self-managed support groups in Marlborough Regions communities.
- Contribute to training/support programmes (when requested) for Cancer Society volunteering training
- Follow Division guidelines regarding the provision of counselling and patient support grants.
- Promote awareness of Cancer Society Rooms as the resource centre for cancer services and information.
- Attend centre/divisional meetings as required.

## **Health Promotion**

To support the implementation and direction of the Cancer Society's health promotion programme areas of tobacco control, skin cancer prevention, nutrition and physical activity, men's health and screening and early detection in the Marlborough area.

## **Priority areas for this role**

- To support Marlborough schools to achieve and maintain accreditation under the National SunSmart Accreditation Programme (SSAP)

- Supporting community organisations, activities and events that are in line with CSNZ Health Promotion key programme areas
- To coordinate the Shade loan Scheme and create strategic alliances with community groups to enhance programme reach
- To attend relevant meetings with external agencies and represent the Cancer Society at local forums when appropriate
- As the Health Promotion staff partner, coordinate / lead cancer risk reduction work within the Marlborough Relay For Life events and other key community events
- To maintain present partnerships with other relevant agencies and to create further opportunities for inter-agency and inter-sectoral projects, and to enhance the reputation and profile of the Cancer Society.

**As member of divisional and national health promotion teams, and within constraints of hours available**

- To contribute to the development of divisional strategic plans in relation to Health Promotion
- To utilise the Ottawa Charter, Treaty of Waitangi principles and a range of other relevant public health strategies to guide health promotion action
- To design, implement and evaluate health promotion programmes in consultation with relevant internal and external stakeholders using a multi-faceted approach to cancer prevention
- To contribute to the implementation of the objectives and goals within the Cancer Society's *Matatuhi Arahi* - service plan for Maori and the *Get the Tools* -Men's Health Programme.
- To undertake advocacy work at local government level across the key health promotion programme areas in line with national and divisional priority areas

### **3. External Communications**

With the approval of the Centre Manager, this role will from time to time, engage with local media around health promotion, cancer information and support services. Media statements should also be made in consultation with the Divisional Fundraising & Communications Manager to ensure in line with Divisional and National policies and position statements.

### **4. Financial Management**

To develop an annual budget for Supportive Care and Health Promotion activities in consultation with Marlborough Centre Manager. You will be accountable for expenditure against the approved budget.

### **5. Professional supervision and development**

You will:

- Work within ethical guidelines of your health profession and the policies and procedures of the Cancer Society Wellington Division

- Participate in the Performance Review process
  - Attend professional supervision meetings and provide reports as required
  - Participate in an agreed professional development programme
6. Assist with local Cancer Society events including Relay for Life, Daffodil Day etc.
  7. Carry out any other duties as requested by the Manager of Marlborough Centre.

## ESSENTIAL PERSONAL PROFILE:

The management of effective community-based services throughout the Marlborough Region requires the acknowledgement and understanding of a largely voluntary organisation whose main focus is the health and wellbeing of the community.

Providing appropriate evidence-based information, supportive and psychosocial understanding will require an appropriate health related qualification (eg Registered Nurse) and relevant work experience, as well as a working knowledge of community and voluntary activities and services. Such experience, skills and knowledge will include:

- A proven ability to work well in a team environment as well as the ability to work alone without supervision
- Proven leadership qualities including flexibility, maturity of judgement and the ability to make sound decisions, including being competent to achieve results over a range of projects and activities
- An ability to maintain effective organisation systems to ensure the successful delivery of a variety of individual and community-based services
- An ability to be aware of and sensitive to the psychosocial needs of people with cancer.
- An understanding of the principles of volunteering and preferably experience in working with volunteers.
- A high level of communication skills including the ability to empathise with people or a family/whānau who has/had/or living with cancer and their support people or work colleagues.
- Knowledge of models and theories underpinning of health promotion, origin of public health and the global determinants of health
- An understanding of the major influences of lifestyle factors on disease and overall health
- An understanding the medical, behavioural and socio-environmental approaches to health
- An understanding of qualitative and quantitative research methods and models appropriate to health promotion.
- A proven ability to understand and perform well in all spectrums of society, encompassing a practical understanding of the Ottawa Charter and Jakarta Declaration as well as the Treaty of Waitangi. A working

knowledge across all demographic groups and sensitivity towards the needs of all ethnic peoples is necessary.

### **Essential Personal Competencies:**

- **Integrity:** - upholds a high standard of ethical behaviour in everyday words and actions.
- **Autonomy:** Functions independently.
- **Initiative:** Evaluates complex situations and seeks practical solutions to problems.
- **Planning and organising:** Efficiently organises, plans work and manages time.
- **Interpersonal Communication:** Communicates clearly and effectively.
- **Client service:** Recognises, empathises and relates to the cancer public. Able to bring enthusiasm and warmth in working with people affected by cancer.
- **Resilience:** Effectively and professionally deals with work-related problems, pressures and stress.

### **Other requirements**

- A current “clear” driver’s licence.
- Non-smoker