

Centre Manager - Role Pack





About us

At Wessex Cancer Support our vision is a future where everyone in Wessex has access to personalised support that empowers them to live well with and beyond cancer.

Every year over 14,000 people are diagnosed with cancer within the Wessex region (Hampshire, Dorset and the Isle of Wight). A diagnosis can be a shock and have a huge impact on an entire family and Wessex Cancer Support services are available to people with cancer, and those impacted by the diagnosis and treatment of a loved one. We help and support anyone affected by cancer regardless of age, gender or type of cancer. Our dedicated team is committed to offering free support for as long as people need it, away from a hospital environment.

All our services are provided free of charge; we have four drop-in cancer support centres, and we are currently rolling out local outreach projects which includes an online service. Clients visiting any of our services are welcomed by volunteer befrienders who are trained to provide information, support and a listening ear. Our Wellbeing Co-ordinator will then meet with all new clients to agree a personal support plan to help deal with the emotional impact of cancer, improve well-being, help with pain management and increase self-confidence. The plan could include joining a support group or having individual appointments with one of our team of specialist counsellors and therapists. We also provide health and well-being information, exercise programmes, Sing for Life Choirs, and courses to help clients live well with and beyond cancer, plus a transport service for people from the IOW and the Channel Islands visiting the mainland for cancer treatments.

The charity relies on income from donations, legacies and our six charity shops to fund our work.

Our Vision and Mission

Our Vision

Everyone in Wessex affected by cancer will have access to personalised wellbeing support so that they can face whatever's ahead with more confidence.

Our Mission

To engage with local communities to help improve the emotional health and wellbeing of anyone affected by cancer.

Our Values and Behaviours

Our values drive everything we do – the services we provide, the decisions we make, the actions we take, the partners we choose, the way we treat each other. They are our statement about what matters to us, and how we hold ourselves accountable for our own behaviour.

We're **compassionate**

We do everything with kindness and care

- We take time to listen
- We strive to understand one another
- We are considerate when we respond to others
- We treat people as individuals and don't make assumptions

We're **purposeful**

We always aspire to go above and beyond, and we take responsibility for the decisions we make.

- We have a can-do attitude
- We are accountable and understand that our behaviour and approach reflects on the charity
- We use initiative and evidence to prioritise effectively and achieve the best outcomes
- We maximise time in the most effective way
- We take responsibility for our own personal professional development

We're **inclusive**

We offer a warm and friendly welcome to everyone. We celebrate and embrace the differences that shape who we are. Our door is open.

- We are friendly and approachable
- We are non-judgemental
- We challenge and root out prejudice
- We stay up to date with current terms and avoid using words and language that may offend

We're **collaborative**

We work with others so that we can always do our best for people with cancer and their loved ones.

- We respect other people's opinions
- We share knowledge and skills openly and try to help others whenever we can
- We participate in discussions, but do not dominate.
- We discuss matters objectively to find the best outcome.
- We proactively seek and accept feedback, using it to improve
- We give constructive, honest and open feedback
- We endeavour to be a great role model to others

A letter from our CEO

Dear Applicant

Thank you for your interest in this role with Wessex Cancer Support.

It's an exciting time to work at WCS: two thirds of the way through our current 3-year strategy, *Cancer Support for All*, we're seeing tangible outputs that will shift the dial in what we can achieve to support anyone affected by cancer, and we are beginning work to develop our next 5-year strategy.

Yes, the past few years have been tough. But we've emerged as charity which is financially robust and has an excellent reputation for delivering high quality emotional and wellbeing cancer support.

Our Centre Managers are responsible for the delivery of high-quality services in their local area and we are now looking for an organised and motivated individual to run our Isle of Wight Cancer Support Centre. You will be an excellent co-ordinator, comfortable with scheduling sessions and appointments for our counsellors, therapists and volunteer befrienders so that we can meet the needs of our clients. Being highly organised and efficient, you'll ensure all necessary client information is collected and recorded. You will be a brilliant people-person, equally accomplished at motivating the team by looking after their wellbeing and training needs, as talking to people who are affected by cancer, both individually and in groups.

We're looking for someone with plenty of initiative who is not easily fazed; someone who can keep developing and improving the services offered in the Centre and build local contacts to ensure people know about our services, particularly with ethnically diverse communities. This is a fantastic opportunity for a highly motivated individual to make a real impact on Wessex Cancer Trust services, helping us to provide the best possible service to local people affected by cancer.

We offer a supportive work environment, in addition to a range of benefits which include:

- A competitive salary and annual leave entitlement
- Contributory pension scheme
- Life assurance scheme
- Employee Assistance Programme, which offers GP appointments, counselling, and fitness and nutrition support
- Cycle to work scheme
- Free parking at head office
- Mental health first aiders
- A personal development programme

We look forward to receiving your application.

Warm regards



Rachel Billsberry-Grass



Role Description

Job Title:	Cancer Support Centre Manager – Isle of Wight
Reporting to:	Director of Support Services
Based at:	Wessex Cancer Support Isle of Wight Centre, Newport
Job Purpose:	To support local people affected by cancer, by effectively and efficiently managing and developing the Centre's services.
Working Hours:	26 hours per week (Tuesday- Friday, 9:30am-4pm with a 30 min unpaid lunch break)
Salary:	Approximately £26 000 per annum (FTE) (approximately £18 000 pro-rata for 26 hours)

Principal Responsibilities

Main responsibilities

- Be responsible for organising, co-ordinating and timetabling the Centre's services, which include counselling and therapy appointments, group sessions like yoga or knit and natter, and drop-in sessions manned by volunteers, ensuring they are appropriately staffed and promoted to clients.
- Ensure all data required for regular reports is completed regularly, is up to date and accurate, including the weekly report sheet, the Wellbeing Assessment Appointment sheet and all activity data.
- Line manage a team of volunteers, sessional workers and part-time staff, ensuring that they are well trained, motivated and supported to deliver a consistently high quality service. This includes regular reviews and appraisals where appropriate.
- Be responsible for Centre administration (using volunteers where appropriate) to ensure all client and volunteer information is safely and efficiently recorded; and to follow all procedures relating to client and volunteer onboarding.
- Be responsible for ensuring that the Centre is run in accordance with WCS Policies and Procedures.
- Produce a regular monthly Centre newsletter for circulation to clients, volunteers, staff and other professionals that gives information on what is happening in the Centre in the upcoming month.
- Provide information as needed to the Fundraising team, to support funding applications and reports.
- Ensure a warm welcome to any visitor to the Centre, spending some time with individuals and groups as necessary.
- Network in the local community with other charities, Hospitals, Oncology teams, GPs, Social Prescribers, Cancer Care Co-ordinators and other groups, to promote our work and recruit new clients and volunteers, as well as paid counsellors and therapists. This will include running regular open days, attending community events, speaking to local media and working with colleagues in other teams such as Marketing.
- Work with the fundraising team to encourage and support fundraising initiatives for Wessex Cancer Support (WCS) by volunteers and connected fundraising groups.
- Keep appropriate records for received donations and ensure donors are thanked according to WCS guidelines and that the Fundraising team is kept informed of any donations.

- Manage budgets, banking, maintain petty cash and keep accurate financial records, liaising with the finance department as necessary.
- Develop and test new ideas for services in the Centre e.g. talks, courses, exercise classes, and new groups.

Other responsibilities

- Respond to requests for general information about the charity and help with advice if required.
- Maintain a resource base of local cancer related material.
- Maintain office equipment, provision of general resources and stationery supplies.
- Coordinate the stocktaking, provision and distribution of promotional and educational material.
- Act as a security key holder for the centre if appropriate.

General Duties

- Liaise with colleagues internally to manage their needs and expectations.
- Be a respected ambassador of the charity's brand, values, mission and aims.
- Abide by all responsible requirements of the charity's Health and Safety and Safeguarding policies.
- Undertake any other duties commensurate with the grade and nature of this post and as reasonably requested by the Director of Support Services.

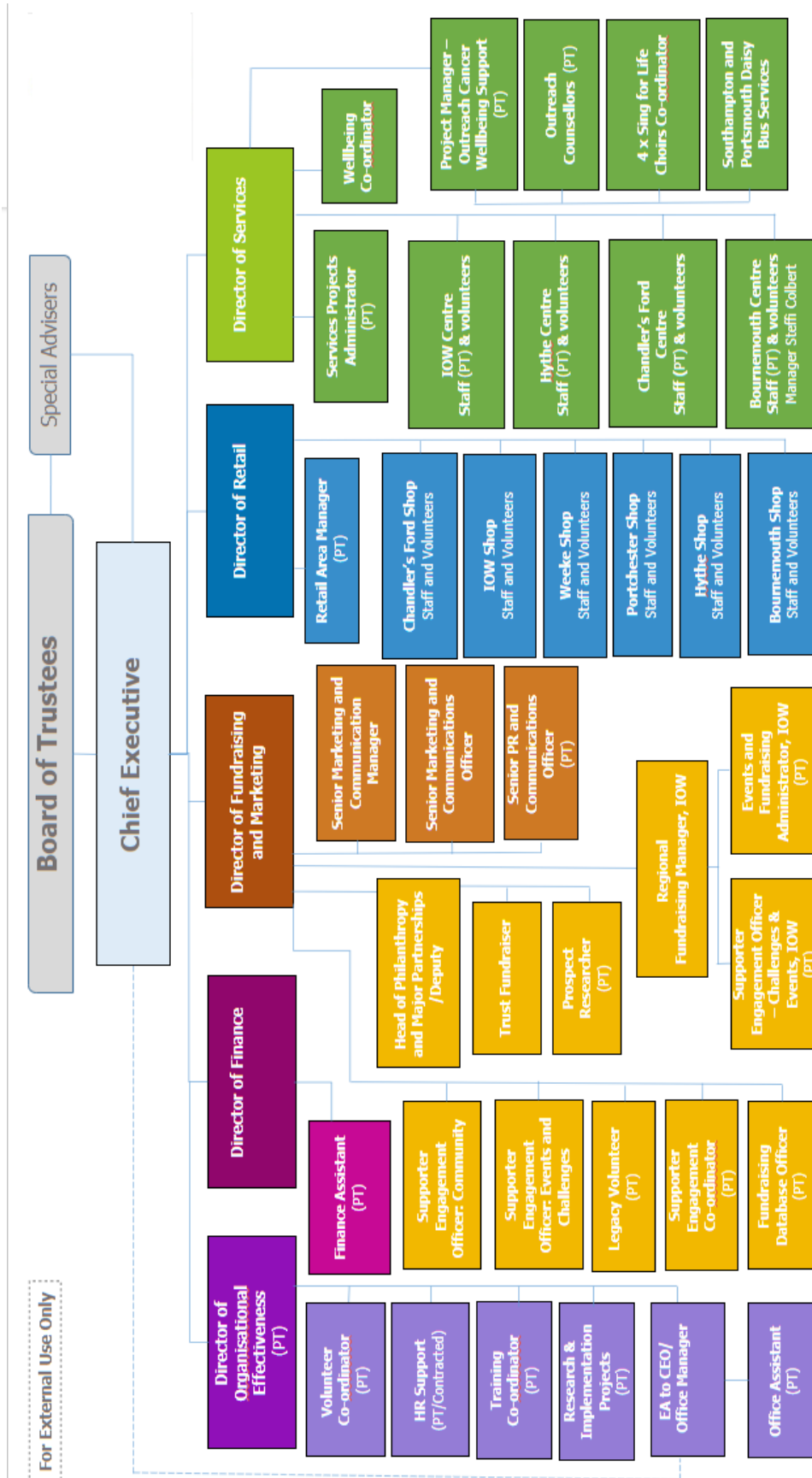
Essential Skills/Experience

- A confident people-person, who has proven experience of getting the best out of the team directly reporting to you and/or volunteers.
- Experience in line managing a team.
- Excellent organisational and administration skills, with the ability to prioritise work and manage multiple priorities.
- Experience of working in a health and social care or similar setting with the resilience needed for an emotionally demanding environment.
- Ability to work independently and as part of a team of employees and volunteers.
- Strong inter-personal skills with confidence to network and promote our services throughout the local area.
- Good initiative with the ability to explore and implement new ideas.
- IT skills including Microsoft 365.

Desired Skills

- Experience working in the charity sector.
- Previous experience of working in cancer services.
- Management qualification.

Organisation Chart



Last updated: 30 April 2024

How to apply

Please send your CV and a statement of no more than 2 pages outlining your suitability for the role as per the Job description and Person Specification to jobs@wessexcancer.org.uk **by 22 July 2024**.

Equality, Diversity and Inclusion

Wessex Cancer Support is committed to being inclusive and welcoming of diversity; please see our strategy and policy for further information. To measure our success in this area, we invite you to complete a very brief anonymous survey (link below). All information collected is confidential and anonymous; we appreciate that this information may be sensitive, and completion of the form is entirely voluntary.

<https://www.wessexcancer.org.uk/edi/>

If you have any questions at all regarding our EDI Strategy, the completion of this survey or would like the survey in an alternative format please contact jobs@wessexcancer.org.uk

