

## Job Description

### Our charity

We're Breast Cancer Now, the charity that's steered by world-class research and powered by life-changing care. We're here for anyone affected by breast cancer, the whole way through, providing support for today and hope for the future.

If we all act now, by 2050, we believe everyone who develops breast cancer will live and have access to the care to live well.

<b>Job title</b>	Sessional Nurse, Helpline and Ask Our Nurses
<b>Directorate</b>	Research, Support and Influencing
<b>Team</b>	Nursing and Health Information
<b>Job title of reporting manager</b>	Senior Clinical Nurse Specialist, Helpline and Ask Our Nurses
<b>Job title(s) of direct reports</b>	None
<b>Document created (Month and Year)</b>	July 2022

### Overview of directorate

The Research, Support and Influencing Directorate is responsible for delivering Breast Cancer Now's work, through our research, our award-winning services and our successful campaigning. It brings together our research portfolio, our support services (including our helpline), our team of nurses, our health and patient information, our public health and wellbeing team, and our work on policy and influencing.

### Overview of the team

The substantive Nursing team includes an Associate Director, Senior Clinical Nurse Specialists and Clinical Nurse Specialists. There is also a sessional Helpline team made up of mainly nurses and some trained staff

The substantive Nursing team is responsible for authoring health information resources, providing clinical leadership for the organisation and giving information and support to anyone affected by breast cancer or breast health concerns by phone and email.

Our sessional team work on the Helpline and Ask Our Nurses written enquiry service.

## **Job purpose**

The Sessional Nurse, Helpline and Ask Our Nurses act as a resource for clients, healthcare professionals and the wider public on the subject of breast health and breast cancer. This includes providing information and support to clients by phone, email and social media.

The Helpline service runs throughout the week, and on Saturday mornings (the latter of which is optional). Team training generally occurs twice a year on Saturdays.

## **Key tasks and duties**

### Communication

- To work on the Helpline and Ask Our Nurses service, responding to phone, email, and social medial enquiries and providing information and support about all aspects of breast health and breast cancer.
- To raise awareness of, and signpost to, relevant internal and external support services.
- In conjunction with the Nursing team, contribute to the development of the Helpline and Ask Our Nurses service.

### Personal and People Development

- To keep informed of current developments in breast cancer and breast health.
- To keep up to date on a national breast cancer related health care policy.
- To recognise, respect and promote the different roles and diversity of the individuals within the team.
- To seek and reflect on feedback from the team and adapt, as necessary.
- To assess one's own educational needs.
- To be responsible for maintaining own portfolio of revalidation evidence for the NMC.
- To be competent in most administrative tasks and maintain accurate records.
- To attend regular clinical supervision.

### Quality

- To take part in the quality monitoring processes for the Helpline and Ask Our Nurses service.
- To hold responsibility for clinical content of own Helpline calls and emails.
- To ensure information provided is non-judgemental, non-directive and empathetic.
- To comply with the NMC Professional standards of practice and behaviour for nurses, midwives and nursing associates, The Code.
- To maintain own registration with NMC.
- To maintain confidentiality.

### General

- To be an effective member of the team, presenting a positive impression of the team and the service.

- To work collaboratively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds, where the work of others is valued and respected.
- To attend internal meetings and training as required.
- To adhere to Breast Cancer Now's Health, Safety and Wellbeing Policy and Procedure.
- To undertake any other duties that are within the scope and remit of the role and as agreed with your manager.

## Person Specification

### Qualifications and Experience

It is **essential** for you to have the following qualifications and experience:

- Registered General Nurse
- Relevant qualification in cancer or breast care nursing, either stand-alone or as part of degree studies
- Of working directly with breast cancer patients and/or general cancer patients.
- Of providing information and support by telephone and in writing
- Of researching and/or writing health information
- Of working in a team with mixed roles and experience

It is **desirable** for you to have the following qualifications and experience:

- Of researching and writing health information
- Of using social media channels
- Of working in a charity setting (paid or unpaid)
- Of working on a Helpline

### Skills and Attributes

It is **essential** for you to have the following skills and attributes:

- Good interpersonal, written and verbal communication skills
- Ability to demonstrate good knowledge of breast cancer diagnosis, treatment and recovery
- Ability to work as part of a team and on own initiative
- Ability to use office IT and telephone systems, email and the internet
- Ability to show tact and discretion when dealing with sensitive and confidential information
- Ability to demonstrate excellent knowledge of benign breast disease, breast cancer, treatment, recovery and secondary breast cancer
- A passion for Breast Cancer Now's vision and mission

It is **desirable** for you to have the following skills and attributes:

- An understanding of issues relevant to working in a charity

## Role Information

### Key internal working relationships

You will work closely with the following:

- Nursing team
- Sessional Helpline team
- Helpline and Ask Our Nurses Service Coordinator

### General information

<b>Location of role</b>	Homeworking with occasional training at our London office. The address of the London office is Ibex House, 42-47 Minories, London EC3N 1DY
<b>Hours of work</b>	Ideally, a minimum of 6.25 hours per week, working between Monday to Friday with the option to work on a Saturday
<b>Contract type</b>	Sessional
<b>Medical research</b>	We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there are no alternatives.
<b>Conflict of interests</b>	You will be obliged to devote your full attention and ability to your paid duties. You should not engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.
<b>Immigration, Asylum and Nationality Act 2006</b>	You should not have any restrictions on your eligibility to indefinitely work or reside in the UK.