

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.

Job title	Sessional Helpline Nurse
Directorate	Research, Support and Influencing
Team	Helpline and Ask our Nurses
Job title of reporting manager	Senior Clinical Nurse Specialist (Helpline and Ask Our Nurse)
Job title(s) of direct reports	N/A
Document created (Month and Year)	March 2021

Overview of directorate

The Research, Support and Influencing Directorate is responsible for delivering Breast Cancer Now's strategy, through our world-class 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 public health and wellbeing team, and our work on policy and influencing. The Directorate has a central role in making sure we achieve our vision, that by 2050, all those who develop breast cancer will live, and live well and this cannot be achieved without the support and guidance of our partners, our supporters and those affected by breast cancer. Thanks to the work of the Directorate, we will provide support for those affected by breast cancer today and hope for the future.

Overview of the team

There are currently nine nurses in the substantive nursing team. They include an Associate Director, Senior Clinical Nurse Specialists and Clinical Nurse Specialists. There is also a sessional Helpline team made up of nurses (7) and Helpliners (3).

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 Nurse written enquiry service.

Job purpose

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

Team training and updates generally happen at our London office on Saturdays and occasionally on a weekday.

Key tasks and duties

Communication

- Work on the Helpline and Ask Our Nurses services, responding to phone, email, and social medial enquiries and providing information and support about all aspects of breast health and breast cancer.
- 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 services.

Personal and People Development

- Keep informed of current developments in breast cancer and breast health.
- Keep up to date on a national breast cancer related health care policy.
- Be an effective member of the nursing team, presenting a positive impression of the team and the service.
- Recognise, respect and promote the different roles and diversity of the individuals within the team.
- Seek and reflect on feedback from the team and adapt as necessary.
- Assess one's own educational needs.
- Be responsible for maintaining own portfolio of revalidation evidence for the NMC.
- Be competent in most administrative tasks and maintain accurate records.
- Attend six weekly group supervision.

Quality

- Take part in the quality monitoring processes for the Helpline and Ask Our Nurses service.
- Hold responsibility for clinical content of own Helpline calls and emails.
- Ensure information provided is non-judgemental, non-directive and empathetic.
- Work within the NMC Scope of Professional Practice and Code of Conduct and maintain own registration.
- Maintain confidentiality.

General

- Be an effective member of the team, presenting a positive impression of the team and the services.
- 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.
- Attend internal meetings and training as required.
- Adhere to the Breast Cancer Now's data protection and health and safety policies.
- Operate within the organisational equal opportunities policy framework and implement the policy within this area of work.
- Adhere to Breast Cancer Now's Health, Safety and Wellbeing Policy and Procedure.
- 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
- Relevant professional qualifications or training
- Current or very recent experience of working directly with breast cancer patients and/or general cancer patients for a minimum of eighteen months
- 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 giving information and support by telephone and/or email as well as face to face
- Of researching and writing health information
- Of using social media channels
- 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 excellent knowledge of benign breast disease, breast cancer, treatment, recovery and secondary breast cancer
- 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
- An understanding of and commitment to maintaining confidentiality regarding client and colleague information
- 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

Knowledge

It is **essential** for you to have the following level of knowledge:

- Knowledge and competent in the use of IT systems

Role Information

Key internal working relationships

You will work closely with the following:

- Nursing team
- Sessional team
- Helpline and Ask Our Nurse service coordinator

General information

Location of role	This role can be based from home or from our London office. However, please note that Breast Cancer Now is currently following Government guidelines regarding working from home and will continue to do so until restrictions are eased and it is safe to return to the office. The address of the London office is Ibex House, 42-47 Minories, London EC3N 1DY
Hours of work	7 to 14 hours per week, full or part days, working Monday to Friday with the option to work on a Saturday
Contract type	Sessional
Medical research	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.
Conflict of interests	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.
Immigration, Asylum and Nationality Act 2006	You should not have any restrictions on your eligibility to indefinitely work or reside in the UK.