

Job Information Pack

Mulberry Macmillan Cancer Information and Support Services Manager September 2020

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Welcome from Raj Athwal – Executive Director The Mulberry Centre

Dear Candidate,

We are very pleased you are interested in applying for the position of Mulberry Macmillan Cancer Information and Support Services Manager at The Mulberry Centre. I hope you will find the information in this Candidate Brief useful and more generally, the content of our website:

<https://www.themulberrycentre.co.uk/>

The Mulberry Centre (TMC) is an award-winning cancer information and support centre and an independent charity, based on the grounds of the West Middlesex University Hospital in Isleworth, West London. It has been open for over 19 years and has provided services and support to more than 15,000 people.

We are seeking a Mulberry Macmillan Cancer Information and Support Services Manager to work closely with the Executive Director and the Service Delivery and Development Committee. We are looking for an experienced leader with successful line management experience. You will need to be compassionate and empathetic individual striving to make a difference to people affected by cancer. The Mulberry Macmillan Cancer Information and Support Services Manager will be at the forefront of our client-based services, including the development of our community engagement cancer prevention work.

The Mulberry Macmillan Cancer Information and Support Services Manager will line manage the Client Support Leads and support them to deliver measurable and cost-effective outcomes agreed by the Executive Director and Board of Trustees. You will have the people skills and confidence to manage staff, including staff development and training. This post will report to the Executive Director and work alongside the Finance & Operations Manager and the Fundraising and Communications Manager. You will have personal track record of delivering against set outcome targets, milestones, and indicators.

If you are interested in the work of The Mulberry Centre and have the relevant experience to perform this significant role, we would very much like to hear from you. Please contact me via email: raj.athwal@themulberrycentre.co.uk to discuss the opportunity in more detail.

Raj Athwal
Executive Director

2) About The Mulberry Centre

History

The Mulberry Centre is the culmination of a series of events. Over twenty ago, the West Middlesex University Hospital NHS Trust launched its first major fundraising campaign under the heading of the Pulse Appeal. West London needed a cancer support service – somewhere for anyone affected by a diagnosis of cancer to visit for information, advice and support.



Visits were made to similar centres around the country to gain an understanding of the viability of the service and its ongoing funding needs and to stimulate ideas for the design of our purpose-built Centre. In the summer of 1999, the cancer care centre gained its name and visual branding – The Mulberry Centre Appeal was born. Fundraising continued, and building started in 2000. In 2001 the dream became a reality and the doors were opened for the first time.

After four years, The Mulberry Centre moved from being a subsidiary charity of the West Middlesex University Hospital Charitable Fund, to become a charity in its own right. On 1st August 2005, The Mulberry Centre became an independent charity, with its own Board of Trustees. This development allowed further scope for funding applications and an easier route for donations. Ties with the West Middlesex University Hospital continue to be strong, but the Centre gained strategic control over its future.

Today, The Mulberry Centre is a well-established resource in West London and has received many thousands of visits from both new and established users of the Centre for over 19 years.

Mission

The core mission of The Mulberry Centre is to improve the lives of anyone affected by cancer, including those with a diagnosis, carers, family members and bereaved relatives, by enhancing emotional, psychological and physical well-being.

Activities

Since 2001, The Mulberry Centre has grown and adapted its services to meet the needs of the people we aim to serve. As people are living longer with a cancer diagnosis, we recognise that their needs may change over time. It is not just the physical manifestation of the disease, but the emotional and practical impacts that we are able to respond to.

We aim to deliver a range of information and support services to all people affected by a diagnosis of cancer: to the cancer patient, the main carer, and those bereaved by cancer. Services include complementary and relaxation therapies, ongoing one to one support on a drop-in basis, counselling sessions and support groups, plus a wide range of workshops.

The combination of information, support, self-management and relaxation helps people feel in control; it helps them to make the right decisions to manage the physical and mental trauma of a cancer diagnosis, treatment and recovery. In addition, our community engagement has continued to be strengthening referral pathways with local community groups, to ensure that people hear about us at the earliest opportunity in their cancer journey.

Longstanding relationships with a wide range of health professionals, public bodies and voluntary organisations also help us to achieve and sustain our aims.

The services offered by TMC are briefly described below. Further details can be found on the TMC website.

Information Service and Library

Drop in support

Counselling, Support Groups and Coaching

Complementary Therapies

Wellbeing classes

Informative Workshops

Creative and social activities

Welfare rights and Benefits service

Community engagement in the community

A peaceful space to relax and meet others, including within our own garden.

All the services are provided free of charge.

Recognitions and Awards

In 2010 we were chosen as a beacon site for their Macmillan Environmental Quality Mark award for the excellence of our facilities; this was awarded again in 2012, 2015 and in November 2018. In 2014 The Mulberry Centre was named Hounslow Charity of the Year at the annual volunteer awards ceremony. In recent years, The Mulberry Centre has been the Charity of the Year of both the Mayor of Hounslow and the Mayor of Richmond upon Thames. We have also won the Hounslow Health Garden of Year Award twice. In March 2019, the Complementary Therapy team won a prestigious Macmillan Volunteers Award for their commitment and determination to improve the lives of people affected by cancer.

How we operate

We have a staff team of around 10, in full-time equivalent terms, and an expenditure budget of approximately £450,000 each year. The costs of running The Mulberry Centre have to be met by the income that we manage to raise. Although a certain amount of funding is received under contract, we have needed to find the bulk of our funding from charitable donations and fundraising activities. We have over 135 volunteers providing approximately 8,000 hours of time each year to provide support and services to our clients. We would not be able to provide the support we do for people affected by cancer without our volunteer workforce.

3) The Role of Mulberry Macmillan Cancer Information and Support Services Manager

Reports to Executive Director

Background to the role

The Mulberry Centre and Macmillan Cancer Support have a strong historical connection and are working together to ensure that people affected by cancer can access the information and support that they need. There is no organisational or legal link between The Mulberry Centre and Macmillan Cancer Support; however, they have supported our development through a number of grants over the years, generally linked to the funding of specific posts. The Mulberry Macmillan Cancer Information and Support Services Manager will be working closely with the Executive Director and sit on the Service Delivery and Development Committee with currently six trustees.

We are looking for an experienced and talented individual who can develop and execute an integrated and effective strategy to deliver information & support and to raise our profile through community engagement. You will have overall responsibility for The Mulberry Centre information and support services and community engagement.

You will have the proven line management experience in a senior role. You will line manage five part-time workers:

- a Complementary Therapies Lead responsible for recruiting, managing and developing the team of volunteer therapists and development of TMC's complementary therapies and TMC's Workshops programme;
- a Psychological Support Lead who is responsible for recruiting, managing and developing a team of volunteer counsellors and development of TMC's counselling and psychological support and managing two part-time Cancer Information and Support Services Assistants (who provide a comprehensive holistic cancer information and support service);
- a Community Engagement Lead who is responsible for raising the profile of TMC in the community and educating people on screening;
- a Welfare Benefits Information Lead who is responsible for providing a high-quality Welfare Benefit Information and Support service,
- a Volunteer Lead, responsible for various aspects of volunteering at The Mulberry Centre, including the co-ordination, recruitment, induction, support and training of admin and welcome volunteers, adhering to the Centre's volunteering policies.

Overall purpose of role

- The lead for day-to-day management of client-facing activities at the centre, working remotely and in the community.
- To be the primary point of contact for anyone wishing to access The Mulberry Centre's information and support services.
- To provide a comprehensive holistic cancer information and support service within The Mulberry Centre to meet the needs of people affected by cancer, their family and friends, and those bereaved as a result of cancer.
- To play a key role, in conjunction with the Executive director and the Service Delivery and development Committee in shaping the development of client services.
- To be up to date with best practice on professional issues in cancer information, support, treatment and care, including local and national trends and developments in this field e.g. NHS and cancer research.
- To ensure that relevant staff, volunteers and trustees are up-to-date on best practice.
- To develop a comprehensive support and information programme and ensure consistent high-quality delivery.

Responsibilities

Expert Practice

1. To provide confidential support to patients, their carers and those bereaved by cancer, utilising a range of recognised counselling skills. This includes sessions with new users to make an initial assessment to help identify support and informational needs and to assess any psychosocial aspects of this condition.
2. To maintain and develop the Centre's cancer information service and provide comprehensive holistic cancer information covering the entire range of cancers, its treatment, psychosocial issues, lifestyle issues, financial matters and future developments; to ensure that all information held is regularly updated; to ensure that the high quality of information given to service users, health professional and community organisations is maintained.

(The facility includes book/leaflets/videos/audio cassettes/CD roms/access to the internet and a database of national and local services).

3. To ensure that clients are signposted to relevant services where these are outside the scope of the Centre.
4. To ensure support and service information is updated on The Mulberry Centre website with support from the Marketing & Communications Officer.
5. To respond to enquiries and requests for information from a range of sources, including health professionals.
6. To act as a key, externally facing member of The Mulberry Centre team, deputising for the Executive Director as required.

Management of Centre

Services of Centre

7. To have day-to-day responsibility for managing the services provided by the Centre.
8. In conjunction with the Executive Director, to monitor and review regularly current services offered by the Centre.
9. To deputise for the Executive Director as required.

Staff and volunteer management

10. To have regular one-to-one meeting with the Complementary Therapies Lead and Psychological Support Lead to ensure services are being provided within the agreed time frame.
11. To have regular one-to-one meeting and work closely with the Community Engagement Lead to raise awareness about signs and symptoms of cancer to individuals and the community.
12. To have regular one-to-one meeting with the Volunteer Lead and Welfare Benefits Information Lead.
13. To work closely with the Cancer Information and Support Services Assistants to ensure efficient and client-centred service provision and to have professional input into the training and development of service volunteers.

Education

14. To coordinate and disseminate information on The Mulberry Centre's support and information services, including the need to ensure the Centre staff and volunteers are up to date with current best practice.
15. To develop and deliver a programme of informative workshops and Social and Creative activities.

Management and Development of Service

16. In conjunction with the Executive Director, to maintain and develop contacts with key stakeholders
17. To play a key role in the development of the strategy for the provision of information and support for people affected by cancer.
18. In conjunction with the Executive Director and Community Engagement Lead, to develop referral pathways between WMUH, local GPs and The Mulberry Centre.
19. To work to ensure the service meets the Macmillan Quality standards for Information and Support Services.
20. To facilitate the bi-monthly meeting of the client user forum.
21. To implement any new/changed services as and when necessary.
22. To work to develop projects for which funding could be secured in conjunction with the Centre Director.

Monitoring of Information and Support Services

23. To review regularly the quality of the information service and give feedback about this to the Executive Director.
24. To maintain accurate records of service use to include library use and user enquires/support needs.
25. In conjunction with the Executive Director, to develop methods of obtaining useful feedback from service users in order to provide a high quality, responsive service and to develop mechanisms to monitor the effectiveness of the service.
26. To provide monthly reports on the service and to participate in service reviews.

Personal Development

27. To continue his/her own personal development through the pursuit of relevant professional and academic study.
28. To keep up-to-date on professional issues in cancer, research and the National Health Service.
29. To undertake regular professional supervision in line with counselling protocols and Centre policy.

Miscellaneous

30. To share with other members of the staff team general and ad hoc tasks.
31. To organise cover for Thursday late night openings (to 8pm) of the Centre (and be available as member of staff on the Thursday night rota).
32. To attend, as appropriate, meetings and community events as and when necessary. (Some of these events may be outside of normal office hours).

Person specification

Experience

- ♥ At least 5 years' experience in a relevant senior role.
- ♥ At least 3 years of line management experience of staff and volunteers including leading and motivating high performing teams of staff, contractors and volunteers.
- ♥ At least 3 years' experience of managing a service or programme including developing and delivering against a strategic plan.
- ♥ Proven personal track record of delivering against set outcome targets, milestone, and indicators
- ♥ Experience of providing personalised support and information to cancer patients, carers and the bereaved through a broad understanding of information provision and counselling skills.
- ♥ Experience of offering empathetic understanding and participate in difficult conversations.
- ♥ Relevant experience of effective partnership working with a variety of statutory, voluntary and community and private sector organisations.
- ♥ Experience of database management.
- ♥ Experience of planning, organising and running public facing activities such as designing and delivering presentations to the community.

Skills and abilities

- ♥ Knowledge of issues faced by those affected by cancer.
- ♥ Excellent organisational and project management skills.
- ♥ Ability to motivate and support others with a leadership style that inspires ownership of goals and plans, getting the best from others (i.e. staff / volunteers), recognising their achievements.
- ♥ Excellent verbal and written communication skills.
- ♥ Collaboration and teamwork: proven ability to work with colleagues from a range of disciplines.
- ♥ Proven analytical and problem-solving skills.
- ♥ Forward thinking with a logical mind.
- ♥ IT proficiency and competency in all aspects of Microsoft Office.
- ♥ Good knowledge and understanding of key legal/policy areas including safeguarding, health and safety and equal opportunities.

Personal attributes

- ♥ **Committed to the aims and values of The Mulberry Centre:** we expect all staff to uphold and reflect the ethos of the Centre and all its work
- ♥ **Hardworking:** as a small charity, our success depends on the hard work of all our people
- ♥ **Creative and resourceful:** Ability to source and evaluate a comprehensive range of information and distil into key requirements.
- ♥ **Practical:** as part of a small team, you will need to have a positive collaborative outlook and the ability to work across the organisation and with external stakeholders to achieve results.
- ♥ **Reliable:** this is a critical post with responsibility for ensuring the delivery of all the Centre's Services; the post holder will also be expected to deputise for the Executive Director as required
- ♥ **Approachable:** an open, friendly approach is critical to the team spirit of our small staff and to be sensitive to the needs of minority and vulnerable groups.

♥ **Flexible:** the post holder will need to be willing to travel and work unsocial hours on occasions.

Other requirements

♥ Willingness to undergo enhanced DBS.

4) Working hours, salary and benefits

Working hours and flexibility

We are looking for someone to work full-time 37.5 hours per week.

Salary

£37,000 per annum, potential for uplift depending on experience.

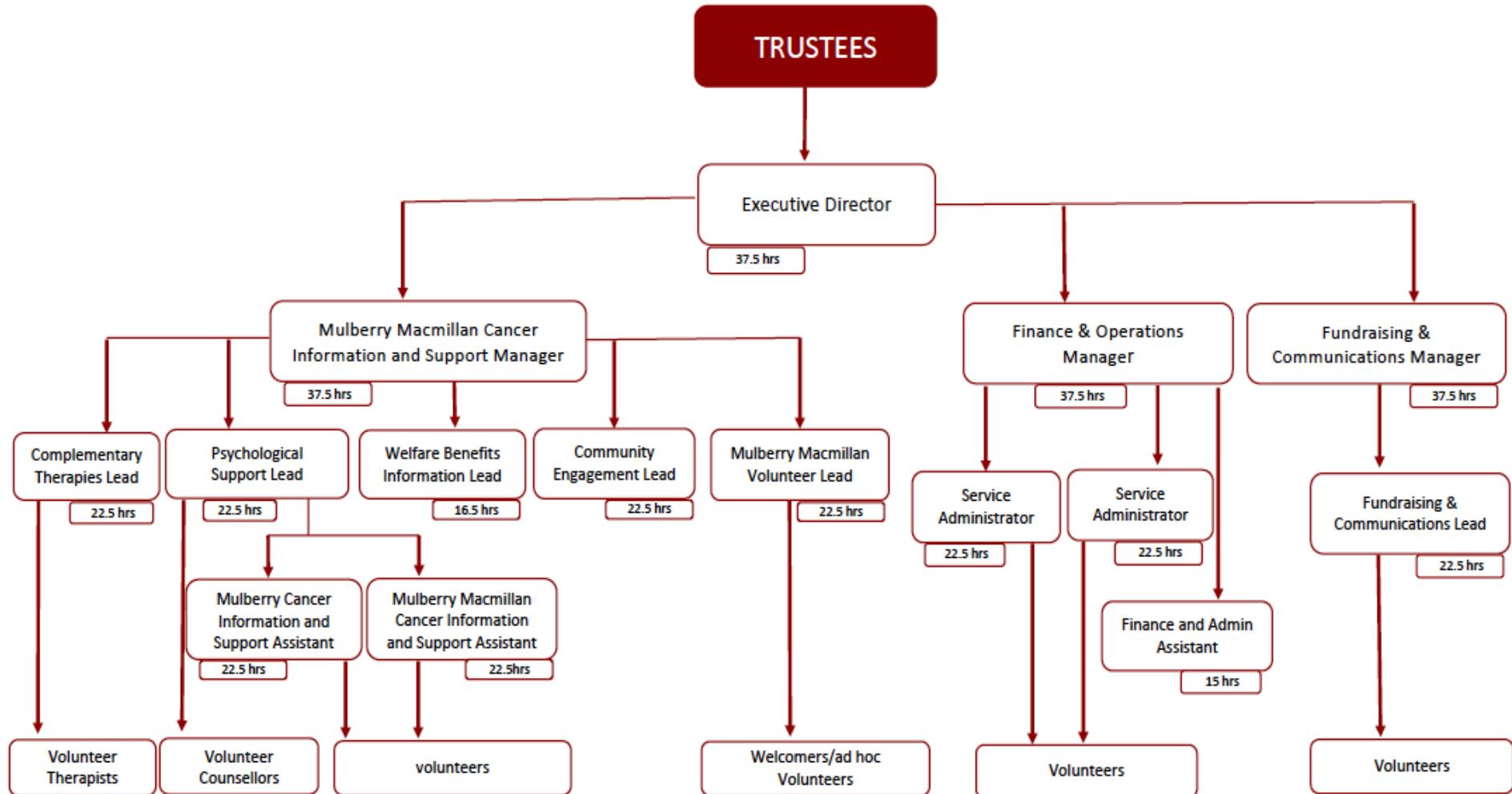
Annual leave

Holiday entitlement is 23 days holiday per year excluding public and statutory holidays.

Pension

6% pension contribution (either into a personal plan or through NEST).

5) Organisation Chart



6) Timetable and how to apply

Tuesday 1 st September 2020	Applications open
Tuesday 29 th September 2020 - Midnight	Deadline for applications
Monday 12 th October 2020	Interview day*

How to apply

To apply, please email the following documents to raj.athwal@themulberrycentre.co.uk quoting MMCISM, as soon as possible and no later than 23:59 on Tuesday 29th September 2020.

1. A comprehensive CV
2. A covering letter containing:
 - a. Supporting statement showing evidence of how you meet the personal specification of the role
 - b. Your current remuneration details and notice period
 - c. The name, job title, organisation, email address and mobile number of two professional referees. (Please note referees will not be approached without your prior permission.)

Please ensure that you include your mobile phone number and email address in your application. Please contact Raj Athwal (email address above) if you have any queries or if you would like to have an informal conversation about the role.

Thank you for your interest in this position.

*It is intended, Covid-19 restrictions permitting, to have the interview in person. Should there be a need to change to video interview you will be updated at the earliest opportunity.