



# Breast Cancer Haven Manager Permanent full-time Breast Cancer Haven, West Midlands

Appointment brief

Closing date: 9am 2<sup>nd</sup> December 2019

Interview date: To be arranged





## Introduction

Dear Candidate

### **Thank you for your interest in the role of Breast Cancer Haven Manager at Breast Cancer Haven**

This vital post, which sits with the West Midlands team, plays an integral role in the vital free support that we can provide for people affected by breast cancer.

Since our inception we have provided vital physical, emotional and practical help and support for tens of thousands of people affected by breast cancer and its treatments across the country.

### **History**

In 1996 Sara Davenport sold her art gallery in order to start Breast Cancer Haven. She was inspired to do this when her friend was diagnosed with breast cancer and she could see the need to create somewhere like a Haven to help support her recovery. In February 2000 HRH The Prince of Wales, Patron of Breast Cancer Haven, opened the first centre in Fulham, London. In January 2004 he opened the second in Hereford. The third Breast Cancer Haven opened in Leeds in October 2008, Wessex opened in 2015 followed by West Midlands in 2017.

### **Why is there a need for Breast Cancer Haven?**

- 1 in 8 women develops breast cancer in the UK
- Over 55,000 new cases of breast cancer are diagnosed each year
- Men can get breast cancer too

### **Government support**

The London centre receives no government funding. Our plans assume that running costs have to be met through charitable donations and fundraising events.)

We will very much hope that you will want to join us.

With warm wishes

**Dr Caroline Hoffman OAM**  
**Clinical and Research Director**



## About Breast Cancer Haven

Breast Cancer Haven is the charity that supports women through their breast cancer treatment. When breast cancer tries to rob a woman of her individuality, her confidence or her strength, we provide the tailored package of emotional, physical, and practical support that helps her hold on to them.

We support women, men and their families via a network of five welcoming centres around the UK (London, Leeds, Hereford, Solihull and Titchfield (Hampshire)) and through an expanding network of other services.

We're there to provide women with breast cancer with the support that treatment alone can't.

*"Having breast cancer made me want to improve every aspect of my life, to give myself the best chance. But I needed information and advice on what would help me most, physically and emotionally. I found this at Breast Cancer Haven." Clare, BCH service user*

### Plans for the future

Breast Cancer Haven has enjoyed considerable success in a short period of time. Its plans are ambitious to expand its footprint. Its fundraising and marketing strategy must secure the charity through the current economic climate and also keep pace with planned expansion.

### The key features of the current strategy are:

- Ensuring that our services become more widely available and accessible by:
  - Having a programme of Breast Cancer Haven openings with a view to creating a network in areas of greatest perceived need.
  - Providing support to those unable to access a Haven, via our outreach programme, including our new DVD 'The Haven at Home'.
- Ensuring that the programme offered at Breast Cancer Haven maintains high clinical standards and represents the best that can be offered in light of new research.
- Generating sustainable income streams.
- Ensuring the service is used to its full potential; increasing the understanding of the programme by the medical community and further attracting those who might benefit from the services provided.
- Developing a high performing organisation to support the Breast Cancer Haven growth strategy.
- Developing the marketing strategy:
  - Strengthening brand awareness and visibility
  - Increasing awareness of Breast Cancer Haven within the medical community
- Pursuing a number of focused research programmes, in collaboration with other organisations, into the clinical effectiveness of integrated breast cancer care.
- Our fundraising and marketing plans are ambitious and must secure the charity through the current economic climate and also keep pace with planned expansion.



# Mission, Vision & Values of Breast Cancer Haven

## Our vision

Everyone affected by breast cancer gets the help they need.

## Our mission

We exist to improve the quality of life for people affected by breast cancer by providing personalised emotional, practical and physical support.

## Our values

### *Compassionate*

We care deeply about the people who come to us and do our best to enable them to have as happy and healthy life as is possible.

### *Empowering*

We recognise the strength in the people we work with and support their desire to have control over their breast cancer journey. We talk to our visitors and supporters about what's great in them - not just what's good about us. Their victories are our victories.

### *Positive*

Breast cancer can take a great deal from people. But we focus on what we can put back. We look for solutions in everything and we know we can make any situation better. Even at their lowest point, we do our best to help people find a more positive outlook.

### *Determined*

We reflect the bravery and determination of the individuals and families we work with. We're committed to supporting our visitors through the good days and the bad - making sure they get the additional help and treatment they need every step of the way.

## The Clinical, Therapy and Front Desk Team

Our local teams are led by experienced registered Health Care Professionals who have experience of working with people affected by breast cancer.

They are supported by a team of experienced counsellors and therapists who provide our important individualised services.

Our Front Desk Teams provide an important role being the first point of contact for our visitors and enabling our services to run smoothly.



## The role

<b>Job title</b>
Breast Cancer Haven Manager
<b>Reports to</b>
Clinical and Research Director
<b>Salary</b>
up to £45,000 according to experience
<b>Status</b>
Full time 35 hours per week.
<b>Location</b>
Breast Cancer Haven, West Midlands, 1 St. Bernard's Road, Solihull, B92 7AU.
<b>Job Summary</b>
<b>The Role</b> The Breast Cancer Haven Manager will be responsible for all day to day clinical and operational aspects of Breast Cancer Haven together with any outreach activity.
<b>The Person We Seek</b> The Breast Cancer Haven Manager will be a registered healthcare professional and have experience of working within the NHS or charity sector. You will be a strong communicator, able to vary your style to get the best out of those around you. You will have experience of managing clinical and/or supportive services for people with cancer in a healthcare setting. You will be passionate about the quality of the experience for the people who use our services and have an interest in complementary approaches and integrated cancer care.  You will be responsible for the whole Breast Cancer Haven operation, including service delivery, income generation and expenditure.  The job is based at Breast Cancer Haven in West Midlands but there will be travel within the wider region and occasionally to our other regional centres to meet with other professionals.  Manage all aspects of the day to day running of Breast Cancer Haven providing support to visitors Participate in the evaluation of the Breast Cancer Haven Programme with the support of the research team Oversee the face-to-face medical marketing of Breast Cancer Haven services and co-ordinate with the Marketing team re written communications Ensure the professional standards and practice at Breast Cancer Haven comply with Breast Cancer Haven's business plan and overall development strategy Prepare local business plan and budgets (with the support of the Leadership team) within the guidelines set by the Leadership team including the annual budget

Ensure compliance with statutory regulations, charity management, financial procedures and targets (with the support of the Leadership team) for Breast Cancer Haven  
Recruit and manage Breast Cancer Haven staff and self-employed therapists as appropriate

### **Detailed Responsibilities and Tasks**

#### **Clinical Service Delivery**

Oversee the clinical programme of individual therapies and group based activities; with support of the clinical team, ensure it is constantly relevant to the needs of the visitors.

Conducting initial health assessments and reassessments with visitors to devise their programmes. Supporting visitors with complex needs and BCH clinical staff and therapists who are supporting these visitors.

Ensure any visitor waiting time is in line with agreed standards

Ensure the staff clinical team are responsible for written and verbal liaison with NHS or private hospital staff including breast care nurses, consultants and GPs regarding visitors.

Training new staff around breast cancer specific needs of our visitors

Manage the outreach programme for Breast Cancer Haven, where appropriate

Ensure the staff clinical team organise and lead the required number of peer group supervision sessions for the staff and self-employed therapists every 8 weeks

Ensure the self-employed therapist team stay within the BCH programme parameters

Ensure the self-employed therapist team provide all appropriate documentation (including registration and insurance) and comply with all appropriate Breast Cancer Haven policies

Ensure that any issues to do with safeguarding and GDPR are handled appropriately, reported to the Clinical and Research Director at the earliest opportunity and documented according to BCH guidelines.

#### **Medical Marketing**

Ensure the staff clinical team are responsible for liaison with hospital personnel including key medical staff, breast care nurses, chemotherapy and radiotherapy staff. GP surgeries and other community health teams, as appropriate, should also be included.

Ensure the clinical team join appropriate professional breast cancer networks and groups and attend regular meetings, as appropriate

Ensure the staff clinical team participate in developing a medical marketing plan for the region, with the Marketing Manager

Ensure the staff clinical team complete the marketing activity for the region

Ensure the staff clinical team encourage health care professionals team visits to the centre throughout the year

#### **Operations**

Work with the operations manager to ensure that work needed to maintain the standards of the building is done in a timely manner

Provide reports on issues with information systems (Bravo, broadband, telephony and IT); work with the operations and clinical team on clinical developments for BRAVO, Breast Cancer Haven's appointment system and clinical database

Ensure that data protection, safeguarding, and other essential trainings are adhered to across your centres.

### **Budgets and Fundraising**

To work with the Finance Director to agree an annual budget for the centre and to monitor activity against budget monthly.

Responsible for all expenditure to ensure that Breast Cancer Haven is not over budget

### **HR Management Responsibilities**

Responsible for recruitment and management of all Breast Cancer Haven staff; clinical and front desk staff and volunteers

Responsible for training and induction of clinical, fundraising, front desk staff and volunteers

Responsible for performance management and meeting additional training requirements of all staff except where line management is not directly to you, e.g. Fundraising Managers

Ensure the staff clinical team participate in appropriate peer supervision

Ensure the staff clinical team provide support for staff, therapists and volunteers as the need arises including debriefing

Ensure the staff clinical team provide telephone absence cover for Breast Cancer Haven Managers in other centres and the Macmillan Information and Support Manager as required

### **Monitoring and Reporting**

Keep monthly statistics of visitors and other activity for reporting to the Leadership Team.

### **Breast Cancer Haven Programme Development**

Ensure the local clinical team liaise with Breast Cancer Haven's clinical team to ensure that all policies and professional guidelines are relevant and up to date

Ensure the local clinical team liaise with Breast Cancer Haven's clinical team to develop the programme across all haven centres

Ensure that you work with the Clinical and Research Director and the Senior Research Fellow in the development and evaluation of Breast Cancer Haven's programme including outreach locations in the local region

### **Production of Breast Cancer Haven Information**

Ensure the staff clinical team collaborate with the Clinical and Research Director to contribute to written, film and audio materials required for Breast Cancer Haven

Ensure the staff clinical team collaborate with the research team to ensure Breast Cancer Haven gets the necessary Visitor feedback to meet the requirements of The Information Standard.

### **General**

Continue with personal professional development and ensure professional registration is maintained

Carry out any other reasonable duties as requested

This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder

Maintain complete confidentiality on all data on staff, volunteers and services within Breast Cancer Haven

Breast Cancer Haven is committed to Equal Opportunities for all present and potential members of staff and service users, therefore Breast Cancer Haven expects all employees and volunteers to understand, support and apply this policy through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.

The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Breast Cancer Haven, reporting any potential risks to life or property immediately in accordance with Breast Cancer Haven's Health and Safety policy and procedures. They must use all equipment provided to undertake their role safely.

<b>Qualifications/Skills/Knowledge</b>	
<b>Essential</b>	<b>Desirable</b>
<p>Currently registered Health Care Professional</p> <p>University Degree or equivalent experience</p> <p>Experience working with people with breast cancer</p> <p>Interest in supportive and complementary therapies in cancer care</p> <p>Excellent communication and interpersonal skills</p> <p>Computing skills</p> <p>Experience in managing a budget</p> <p>Ability to work independently and in a team</p> <p>Excellent planning and organisational skills</p> <p>Ability to work some evenings and some weekends as required</p> <p>Experience of income generation</p> <p>Evidence of excellence in general management</p>	<p>Experience of working within a geographically dispersed organisation</p> <p>Driver's licence and car available for business mileage</p> <p>Experience of working within a charity</p> <p>Experience of service improvement and managing change across teams of health care service providers</p>
<b>Personal Characteristics</b>	
<p>Ability to manage conflicting demands and priorities on time</p> <p>Flexible attitude to working hours</p> <p>Good organisational skills - forward thinking with a logical mind</p> <p>Confident and well presented</p>	





## Terms and conditions

- Full-time permanent contract
- 35 hours per week 9.00am – 5.00pm
- Three month probationary period
- 22 days' holiday per year (plus an additional 3 days between Christmas and New Year) and statutory holidays. The standard holiday entitlement is increased by one day per year of service to a maximum of 27 days (plus an additional 3 days between Christmas and New Year). Holidays are calculated on a pro-rata basis for part-time staff.
- Pension Scheme available after 3 months employment subject to eligibility.
- Interest free season ticket loan available after successful completion of probation

## How to Apply

We would like to take this opportunity to thank you for your interest in **Breast Cancer Haven**. We recognise that applying for a job is a two-way process. You will want to find out about the charity as an organisation just as much as we want to find out about the skills, knowledge and abilities that you could bring to the post.

Breast Cancer Haven is committed to **safeguarding** and expects all staff and volunteers to share this commitment. If the post you apply for involves working with visitors you will be subject to an enhanced Disclosure and Barring Service (DBS) check. Please be assured that the information you provide during this process will be treated in confidence.

### Your application

If you wish to apply for the position of Breast Cancer Haven Manager please send your CV, along with a supporting statement which clearly outlines how you meet the person specification, why you think you should be considered and what you feel you could contribute to the post. **CV's without a supporting statement will not be considered.**

### You can email or post this to:

Dr Caroline Hoffman, Clinical and Research Director, Breast Cancer Haven, Dowgate Hill House, Dowgate Hill, London EC4R 2SU

Email: [caroline.hoffman@breastcancerhaven.org.uk](mailto:caroline.hoffman@breastcancerhaven.org.uk)

**Closing date: 9am on Tuesday 19th November**

Interviews: 28<sup>th</sup> November