

JOB DESCRIPTION

Role: ABC UK Patient Programme Officer

**Terms: Home based role. Part-time minimum 18.5 Hrs p/w, flexible, salary £26,000 pro-rata
20 days annual leave pro-rata, 3 month probation period**

Home based role for a small, busy and ambitious cancer charity.

Bladder cancer is not a rare cancer – but it does have a low profile, lack of awareness, low research investment and desperately needs new treatments. Over 10,500 people are diagnosed each year in the UK, half of those will die. There is a lack of information and support for patients. With your help Action Bladder Cancer UK can radically improve this. See Background information for further details about ABC UK and our work.

HOW TO APPLY

Please read the job description and background information carefully. You can also find out more about our work on our website www.actionbladdercanceruk.org

Please email a full CV together with a supporting letter setting out why you think you would be good at this role and what you would bring to ABC UK. Email to: info@actionbladdercanceruk.org

Interviews are likely to take place in Central London. Only candidates shortlisted for interview will be notified. No agencies.

The role

ABC UK is a growing charity, and this is a new role. We have an active network of volunteers, a full time Director and are expanding our core staff in 2018. You will report to Director ABC UK and will be working closely with ABC UK trustees and ABC UK volunteers.

The role will support ABC UK's ambitious Patient Support Programme – a core element of our work as a charity. Within this Programme we work to provide information and advice for those with bladder cancer, to establish support groups for bladder cancer patients and provide patient information about bladder cancer to patients and major centres of bladder cancer treatment. To date, the majority of this work has been carried out by the ABC UK network of patient volunteers and patient Trustees.

We now want to build on this work and develop our networks with major hospitals treating bladder cancer patients, support and encourage bladder cancer patient support groups and improve information provided regionally to those with bladder cancer, and those treating them. We also want to strengthen our regional networks.

Who we are looking for

You will be in contact with a range of different people including volunteers, patients, health professionals and other organisations.

The successful candidate will:

- be friendly and approachable, able to work flexibly and with resilience and efficiency;
- be empathetic and understanding of the needs of cancer patients;
- ideally have some health service or charity experience, but this is not essential;
- have experience of, or be willing to, work from home – a self-starter and organised;
- be able to work remotely with line manager (ABC UK Director) and ABC UK administration office and also to attend occasional meetings as required;
- have experience or understanding of working for a small organisation.

This is a new role, and you will have the opportunity to work with the Director to develop and shape the role. There is potential for the role to grow or hours worked to increase if desired.

Skills:

You will need to:

- be able to communicate effectively with health professionals, other charity professionals and with bladder cancer patients;
- have good organisational skills and be disciplined about working from home;
- be comfortable communicating and carrying out a lot of your work by telephone and email;
- have good computer skills: Outlook, Word, basic Excel, experience with maintaining a database;
- be able to work with and organise volunteers.

Key Responsibilities

Patient Information Support

- Contact point for Hospitals/Urology Depts/Cancer Centres. Making pro-active contact and arranging supply of bladder cancer patient information;
- Maintaining up-to-date contact database: including major urology departments, cancer centres, regional cancer networks etc;
- Regional contacts (working with volunteer patient advisors) – including regional cancer networks/charities etc – to build local networks;
- Co-ordinating periodic mailings of ABC UK patient information materials to hospitals/urology services (mailing handled by central admin);
- Occasional attendance at and involvement with regional patient information events.

Patient Support Groups

- Keeping up to date database of Groups: contact details, details of meeting etc – including information for updating ABC UK website and posting updates on ABC UK social media;
- Acting as ABC UK contact point for bladder cancer patient support groups;
- Pro-actively maintaining regular contact with PSG's – re supply of ABC UK materials, updating info, ascertaining needs re other materials or support required and developing best practice case studies;
- Co-ordinating periodic mailings of ABC UK patient materials to PSG's (mailing handled by central admin);
- Meeting and advising health professionals wanting to set up new groups (this is also done by ABC UK volunteers), periodically attending group meetings and meeting volunteers.

Communications

- Working with ABC UK Director on email updates/newsletter to patient support groups, hospitals and cancer centres etc;
- Social media – working with Director on tweets/facebook re new groups, dates, news etc;
- Working with Director and ABC UK volunteers on design and delivery of patient information and well-being events.

Patient Materials

- Working with ABC UK Director and patient volunteers on patient information materials both on-line and in print.

This job description defines the main areas of work, although as we are a small organisation you may be asked to help with other areas of ABC UK's work from time to time.

Action Bladder Cancer UK

Registered as a charity no: 1164374

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