

POSITION DESCRIPTION

Position Title:	Supportive Care Coordinator
Reports To:	Service Delivery Manager - Supportive Care for professional support Centre Liaison for daily admin and centre activities/events
Service Directorate :	Member – Supportive Care Team Centre - Colleague support of other staff at the Centre
Responsible for:	No direct staff reports All Volunteers
Work alongside	Chief Executive Centre Staff and Centre Volunteers Central Districts Division Staff Sponsors Executive Committee Members Cancer patients and their whānau Other Health providers Community and Volunteer Services
Employed By:	Chief Executive of the Central Districts Division of the Cancer Society of NZ

Purpose of the Role, Whāinga te āhuetanga

- To provide support and information to cancer patients, family and their whānau.
- To co-ordinate the Cancer Society's supportive care services in the community including supervising support volunteers delivering care to patients and their family/whānau, as appropriate.
- To help build and maintain a strong and active Cancer Society support group/s where members can contribute meaningfully to the wellbeing of their community.
- To increase awareness and use of the Cancer Society support services in the community.

Our Vision, Te Matakite

- To be the leading organisation dedicated to reducing the incidence and impact of cancer and ensuring the best cancer care for everyone in New Zealand.

Our Mission, To Matou koromakinga

- To improve community wellbeing by reducing the incidence and impact of cancer.

Our Principles, Nga matapono

- Equity
- An Independent and professional voice
- Co-operation and collaboration
- Evidence – based best practice
- Responsive and relevant

Our Values, Nga Tikanga

- **Integrity** – We live what we teach, we do what we say we are going to, we are trusted by the community and use every dollar wisely.
- **Excellence** – We strive to be the best at everything we do, we focus on delivering outcomes, we constantly look for ways to improve, and we make a difference.
- **Respect** – We care about people, we provide judgement free services to everyone who needs them.

Supportive Care Focus

- The leading, trusted and welcoming provider of support for cancer patients and their families/whānau.
- Improved access to the support services provided by the Cancer Society.
- Provision of information and education.

Key Relationships, Ki Whanaungatanga

Primary Relationships:	Other relationships critical to the success of this role:
<ul style="list-style-type: none">• Chief Executive• Service Delivery Manager• Centre Liaison• Other supportive care staff members• Volunteer Coordinator• Office Administrator	<ul style="list-style-type: none">• Cancer patients, their families and whānau• Health providers, GP practices and nurses• Other agencies working with cancer patients, their families and whānau• Māori health providers• Community health workers• Local hospital staff & DHB travel coordinator• Ozanam House – Palmerston North• Local Cancer Control Network

Key Responsibilities and Tasks, Mahi Kawenga

1. To provide effective supportive care for cancer patients, their families and whānau	
Expected Results	Means
<ul style="list-style-type: none"> ▪ Support and respond to individuals their families/whānau affected by cancer and assessment of their needs. ▪ Coordinate or provide support to cancer patients their families / whānau throughout their journey. This may be by phone, at the centre or in their homes, either personally, or through volunteers when appropriate. ▪ Counselling for clients and whānau. ▪ Clear client records are kept detailing interaction between the support co-ordinator and those seeking or referred for assistance. ▪ People with cancer and their families/whānau are referred to appropriate agencies for support according to their individual circumstances. ▪ Education or support courses for cancer patients and/or their caregivers, families and whānau is facilitated. ▪ The best outcomes for cancer patients are advocated for. 	<ul style="list-style-type: none"> ▪ Use CSNZ core standards for the provision of support services and effective client support approaches based on knowledge, communication and cultural /spiritual awareness. ▪ Being available to listen with an empathic ear and assess the support required. ▪ Effective communication systems provided e.g. car, mobile phone, answering system, computer, broadband. ▪ Work closely with volunteers to support them in assisting patients and families where appropriate. ▪ Regular contact is maintained with bereaved families, individuals and volunteers to ensure that they are coping with a loss. ▪ Participate in training and actively use the Cancer Society database which is linked to the CD Division. ▪ Establish ongoing relationships with relevant external stakeholders and health service providers. ▪ Plan and facilitate appropriate courses. ▪ Identify opportunities and issues where advocacy may have a beneficial outcome for present or future cancer patients/clients. Make recommendations to the <i>Service Delivery Manager - Supportive Care</i> for further action.

2. Develop and deliver strategies that support improved access to our Supportive Care services with particular focus on improving access for Māori and reducing inequalities.	
Expected Results	Means
<ul style="list-style-type: none"> ▪ Awareness of the support work of the Society within the community is promoted. ▪ Strong and effective links with other community groups and government agencies working in the cancer field are maintained. ▪ Greater awareness and use of Cancer Society support services by Māori, Asian & Pasifika clients. 	<ul style="list-style-type: none"> ▪ Opportunities are taken where practicable and appropriate to speak to community groups and others to increase awareness of and knowledge about the Centre support services activities. ▪ Establish on-going relationships with External stakeholders - local GP's & practice nurses, local Te Whatu Ora staff, Hospital oncology nurses, Community Health workers, Hospice staff, lions Lodge, Māori health providers, and other professional Health and social service groups. ▪ Work closely with Māori Health providers and individuals to develop trust and provide appropriate support.
3. Identify and coordinate other social and support services available to patients/clients, their families and whānau	
Expected Results	Means
<ul style="list-style-type: none"> ▪ The needs of patients and/or their families/whānau for assistance, including their capacity to meet their own needs, are assessed. ▪ People with cancer are referred to appropriate agencies, and are given support appropriate for their individual circumstances. ▪ Financial Assistance Grants or other support is provided or referrals made to other service providers, eg. National Transport service, if required. 	<ul style="list-style-type: none"> ▪ Patients and/or their families and whānau are encouraged & supported to seek appropriate social and financial support where they are entitled to other assistance. ▪ Full records are kept of all grants made and vouchers given out according to Cancer Society Financial Assistance policy.

4. Oversee the distribution of information resources & equipment for loan	
Expected Results	Means
<ul style="list-style-type: none"> ▪ Adequate supplies of resources, particularly written, are available and that stocks of made-up information packs are on hand. ▪ A pool of appropriate equipment in good repair. 	<ul style="list-style-type: none"> ▪ Budget allocation is managed to provide & distribute Cancer Society Information in the community. ▪ Full records are kept for all equipment loaned and all equipment is checked & returned to the Centre after use.
5. General	
Expected Results	Means
<ul style="list-style-type: none"> ▪ Supportive Care volunteers and Support Group facilitators feel valued and well supported by the Cancer Society. ▪ All reports are on time. ▪ Maintain strong and effective links with the Centre and Central Districts Division as appropriate. ▪ Participation and engagement in local team meetings, planning, processes and major Cancer Society community health & fundraising events. ▪ Professional /Personal development is on-going. ▪ Awareness of the factors which lead to diminished wellbeing and effectiveness in your work. ▪ Working with Service Delivery Manager – Supportive Care to ensure clear lines of communication and information are shared. 	<ul style="list-style-type: none"> ▪ Provide ongoing oversight and support to all supportive care volunteers when needed. ▪ Reports prepared and presented to committees as requested. ▪ Actively participate and engage in teleconferences and face-to-face meetings with Centre staff & volunteers, and others across Central Districts as required. ▪ Overnight travel to Palmerston North for meetings/training provided as required. ▪ As part of the ongoing review/appraisal process you identify the skills you would like to improve, and any other training opportunities you wish to undertake to stay current and effective. ▪ Supervision provided by an appropriate external Supervisor on a regular basis.

Qualifications and Experience, Tautōhito Tohu

Essential	Desirable
<ul style="list-style-type: none"> • Relevant experience and qualification in health and/or social service sector. • Proficient in the use of Microsoft Office and data bases. • Experience in networking, advocacy and liaising with other agencies – preferably in the health & social services area. • Hold a current full NZ driver’s licence. 	<ul style="list-style-type: none"> • Working with the Te Tiriti o Waitangi: Is able to incorporate principles of the Treaty of Waitangi into day to day work, e.g. participation, partnership, protection. • Communication & Facilitation: Excellent communication skills with the knowledge and empathy for biculturalism. Can communicate in written form and orally to suit a range of contexts and audiences. • Ability to assess overall needs of person with cancer – including psychological/social and social/economic requirements. • People focused with a positive and caring nature and personal commitment to enhancing the well being of people with cancer and their families. • Reflective & empathetic listening skills. • Ability to handle multiple tasks, problem solve & cope with some pressure and embrace change. • Highly organised, self motivated, self managing and excellent time management skills.

From time to time, other duties, tasks, and work with the team at the Centre or the Division may be required as part of the role to contribute to the growth, events and functions, or profile of the Cancer Society in the Community

I have read and understood this Position Description

Signed _____

Name _____

Date _____