


**POSITION DESCRIPTION**  
**SERVICE: Supportive Care**  
**ROLE: Supportive Care Coordinator**

Scope of the Position	
<b>Position Title</b>	<b>Supportive Care Coordinator – Taranaki</b>
<b>Reports To</b>	Service Delivery Manager – Supportive Care Centre Liaison
<b>Service Directorate</b>	Member – Supportive Care Team
<b>Location</b>	This position is based in the Taranaki Centre; however, it can be based from other Centres, and some travel to other centres or regions may be required from time to time
<b>Hours</b>	This is a fulltime position (37.5 hrs/week) Hours of work are between 8:00am and 8:00pm Monday to Friday with some weekend work required from time to time
<b>Direct Reports</b>	<b>Supportive Care Volunteer Navigators</b>
<b>Responsible For</b>	Providing support and information to cancer patients, family and their whānau
<b>Internal Relationships with</b>	Centre Staff and Volunteers Central Districts Division Staff Executive Committee Members
<b>External Relationships with</b>	Sponsors 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 Community and Volunteer Services
<b>Delegated Authority</b>	The Delegated Authority Policy sets out the scope and limits of Delegated Authority as it applies to this role



About the Cancer Society	
<b>Our Mission, To Mātou Koromakinga</b>	<p><b>To reduce the incidence and impact of cancer in New Zealand</b></p> <p><i>The Cancer Society is committed to working with our communities by providing leadership and advocacy in cancer control with core services in Community Health, Support and Information Services, Research and Advocacy.</i></p>
<b>Our Vision, Te Matakite</b>	<b>Working together towards a future free from cancer</b>
<b>Equity Charter</b>	<p><b>Our Equity Charter guides our approach to our mahi</b></p> <p><b>Te Tiriti o Waitangi</b> – Commitment and application of Te Tiriti o Waitangi is evident throughout the organisation</p> <p><b>Kotahitanga</b> – Everyone is aware of and enabled to address inequities</p> <p><b>Mana Taurite</b> – Equity is embedded in all policies, structures, systems and services</p> <p><b>Matauranga</b> – CSNZ funded research improves equitable cancer outcomes across the continuum for all new Zealanders</p> <p><b>Whaitaua</b> – CSNZ advocacy improves equity outcomes across the continuum for all New Zealanders</p> <p><b>Haepapatanga kit e Hapori</b> – accountability mechanisms are embedded throughout the organisation</p> <p><b>Mahi Arataki</b> – our equity strategies are sustained and responsive to changing equity needs</p> <p><b>Kaitiakitanga</b> – sustainable and eco-friendly processes are embedded throughout the organisation</p>
<b>Federation</b>	<p>The Central Districts Division includes the 5 Centres of Taranaki, Whanganui, Manawatū, Hawke’s Bay and Gisborne.</p> <p>It is a part of the Federation of the Cancer Society of New Zealand</p> 



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Operating Tasks & Results Areas	
<b>Division Operations</b>	<ul style="list-style-type: none"> <li>• Attend and participate in Division workshops and meetings</li> <li>• Participate in setting Division goals, targets and service standards</li> <li>• Support Divisional Health &amp; Safety programme</li> <li>• Support Fundraising initiatives including any events or programmes</li> <li>• To comply with the policies, practises and standards of the Cancer Society</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>• Recognises and supports the CS commitment to Equity and addressing issues of inequity with Māori and with other disadvantaged communities</li> <li>• Attends and engages with Equity work and encourages staff to do the same</li> </ul>
<b>Attitudes and Behaviours</b>	<ul style="list-style-type: none"> <li>• Positivity in work tasks and relationships with others</li> <li>• Future focussed</li> <li>• Process and analysis to inform decisions and actions</li> <li>• Learning new skills and problem solving</li> </ul>

Service Tasks and Result Areas	
<b>Clients</b>	<ul style="list-style-type: none"> <li>• Provide effective supportive care for cancer patients, their families and whānau</li> <li>• Support and respond to individuals their families/whānau affected by cancer and assessment of their needs</li> <li>• 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</li> <li>• Counselling for clients and whānau</li> <li>• Clear client records are kept detailing interaction between the Support Coordinator and those seeking or referred for assistance</li> <li>• People with cancer and their families/whānau are referred to appropriate agencies for support according to their individual circumstances</li> <li>• Education or support courses for cancer patients and/or their caregivers, families and whānau is facilitated</li> <li>• The best outcomes for cancer patients are advocated for</li> <li>• Use CSNZ core competencies for the provision of support services and effective client support approaches based on knowledge, communication and cultural /spiritual awareness</li> <li>• Being available to listen with an empathic ear and assess the support required</li> <li>• Effective communication systems provided e.g. car, mobile phone, answering system, computer, broadband</li> <li>• Work closely with volunteers to support them in assisting patients and families where appropriate</li> <li>• Regular contact is maintained with bereaved families, individuals and volunteers to ensure that they are coping with a loss</li> <li>• Participate in training and actively use the Cancer Society database which is linked to the CD Division</li> <li>• Establish ongoing relationships with relevant external stakeholders and health service providers</li> <li>• 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.</li> </ul>



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<b>Equity</b>	<ul style="list-style-type: none"> <li>• Develop and deliver strategies that support improved access to our Supportive Care services with particular focus on improving access for Māori and reducing inequalities</li> <li>• Awareness of the support work of the Society within the community is promoted</li> <li>• Strong and effective links with other community groups and government agencies working in the cancer field are maintained</li> <li>• Greater awareness and use of Cancer Society support services by Māori, Asian &amp; Pasifika clients</li> <li>• Opportunities are taken where practicable and appropriate to speak to community groups and others to increase awareness of and knowledge about Centre support services activities</li> <li>• Establish on-going relationships with External stakeholders - local GP's &amp; 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</li> <li>• Work closely with Māori Health providers and individuals to develop trust and provide appropriate support</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Identify and coordinate other social and support services available to patients/clients, their families and whānau</li> <li>• The needs of patients and/or their families/whānau for assistance, including their capacity to meet their own needs, are assessed</li> <li>• People with cancer are referred to appropriate agencies, and are given support appropriate for their individual circumstances</li> <li>• Financial Assistance Grants or other support are provided or referrals made to other service providers, eg National Transport service, if required</li> <li>• Patients and/or their families and whānau are encouraged &amp; supported to seek appropriate social and financial support where they are entitled to other assistance</li> <li>• Full records are kept of all grants made and vouchers given out according to Cancer Society Financial Assistance policy</li> </ul>
<b>Resources</b>	<ul style="list-style-type: none"> <li>• Oversee the distribution of information resources &amp; equipment for loan</li> <li>• Adequate supplies of resources, particularly written, are available and that stocks of made-up information packs are on hand</li> <li>• A pool of appropriate equipment in good repair</li> <li>• Budget allocation is managed to provide &amp; distribute Cancer Society Information in the community</li> <li>• Full records are kept for all equipment loaned and all equipment is checked &amp; returned to the Centre after use</li> </ul>



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<p><b>General</b></p>	<ul style="list-style-type: none"> <li>• Supportive Care volunteers and Support Group facilitators feel valued and well supported by the Cancer Society</li> <li>• All reports are on time</li> <li>• Maintain strong and effective links with the Centre and Central Districts Division as appropriate</li> <li>• Participation and engagement in local team meetings, planning, processes and major Cancer Society community health &amp; fundraising events</li> <li>• Professional /Personal development is on-going</li> <li>• Awareness of the factors which lead to diminished wellbeing and effectiveness in your work</li> <li>• Working with Service Delivery Manager – Supportive Care to ensure clear lines of communication and information are shared</li> <li>• Provide ongoing oversight and support to all supportive care volunteers when needed</li> <li>• Reports prepared and presented to committees as requested</li> <li>• Actively participate and engage in teleconferences and face-to-face meetings with Centre staff &amp; volunteers, and others across Central Districts as required</li> <li>• Overnight travel to Palmerston North for meetings/training provided as required</li> <li>• 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</li> <li>• Supervision provided by an appropriate external Supervisor on a regular basis</li> </ul>
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Performance Measures	
<b>KPIs</b>	<p>Alongside the deliverables of the Position Description as above, the following KPIs are the basis of expected performance of this role:</p> <ul style="list-style-type: none"> <li>• To provide support and information to cancer patients, family and their whānau</li> <li>• To coordinate the Cancer Society's supportive care services in the community including supervising support volunteers delivering care to patients and their family/whānau, as appropriate</li> <li>• 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</li> <li>• To increase awareness and use of the Cancer Society support services in the community</li> </ul>

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Qualifications, Experience, and Employee Attributes	
<b>Qualifications and Experience, Tautōhito Tohu</b>	<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>Degree or similar qualification in a demonstrated area relevant to Supportive Care Services of the work of the Cancer Society eg social worker/nurse/counsellor</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>Proficient in the use of Microsoft Office and databases</li> <li>Experience in networking, advocacy and liaising with other agencies – preferably in the health &amp; social services area</li> </ul> <p><b>Other:</b></p> <ul style="list-style-type: none"> <li>A current NZ full Driver Licence</li> <li>Te Reo is desirable</li> </ul>
<b>Personal Attributes, Huanga e pa ana</b>	<ul style="list-style-type: none"> <li>Ethics and personal standards that are compatible with the Cancer Society</li> <li>Excellent communications, written and oral, able to coach and advise staff</li> <li>Able to relate positively to diverse people and ideas</li> <li>Behaviour that reflects the values and position of the Cancer Society</li> <li>Good time management and self-motivation, sets goals and priorities and meets timeframes</li> <li>Rational and systematic approach to tasks and problem solving</li> <li>Participates in staff activities and supports colleagues, offers help and advice, nurtures employment relationships</li> <li>Proactively seeks to develop skills and professional development</li> <li>Can work independently and as part of a team</li> <li>Database management</li> </ul>



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**Acceptance and Variation**

From time to time, other duties, tasks, and work that are not stated in this Position Description may be required to contribute to the growth, operations, or the profile of the Division and its ability to meet the Mission of the Cancer Society, and will be required for the performance of the position.

Travel to other areas is an essential component of the role and may be monthly/fortnightly/weekly or more often as required to maintain the operations of the Division.

Position Descriptions are reviewed at least every 2 years and subject to change as the organisation grows and develops.

I have read, understood, and agree to this Position Description

Signed \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_\_

**End**