

Position Description

Position Title:	Supportive Care Coordinator - Taranaki
Reports To:	Divisional Leader Supportive Care for professional support Taranaki Centre Manager for Daily Admin, HR related matters and centre activities/events
Hours of work	30 hours per week - some flexibility required
Tenure	Permanent

Purpose of the role, Whāinga te āhuatanga

- To provide support and information to cancer patients, family and their whānau.
- To co-ordinate the Cancer Society's supportive care services in the Taranaki 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 of cancer and ensuring the best cancer care for everyone in New Zealand.

Our Mission, To mātou koromakinga

- To improve community well-being by reducing the incidence and impact of cancer with the provision of health promotion, support services, information and research

Our Values, Ngā Tikanga

- Integrity - Excellence - Respect

Our Principles, Ngā Matapono

- Equity
- An independent and professional voice
- Cooperation & collaboration
- Evidence-based best practice
- Responsiveness and relevance

Supportive Care Focus

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

Experience and Qualifications, Tautōhito Tohu

- 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.
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Skills

- **Working with the Te Tiriti o Waitangi:** Is able to incorporate principles of the Treaty of Waitangi into day to day work, eg. 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.

Key Relationships, Kī Whanaungatanga

Internal	External
• Central Districts' Divisional Leader - Supportive Care • Taranaki Centre Manager • Centre Staff and volunteers • Supportive Care Volunteers & Support Group facilitators • Taranaki Centre Executive Committee • Local Cancer Society Support groups & other volunteers • Other Divisional Staff	• 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
Support and respond to individuals and families affected by cancer and assessment of their needs.	Use CSNZ core standards for the provision of support services and effective client support approaches based on knowledge, communication and cultural /spiritual awareness.
Coordinate or provide support to cancer patients and their families throughout their journey. This may be by phone or in their homes, either personally, or through volunteers when appropriate.	Being available to listen with an empathic ear and provide support when needed.
Counselling for clients and whānau.	Effective communication systems provided e.g. car, mobile, answering system, computer, broadband.
Clear client records are kept detailing interaction between the support co-ordinator and those seeking or referred for assistance.	Work closely with volunteers to support them in assisting patients and families where appropriate.
People with cancer and their families are referred to appropriate agencies for support according to their individual circumstances.	Regular contact is maintained with bereaved families, individuals and volunteers to ensure that they are coping with a loss.
Education or support courses for cancer patients and/or their caregivers, families and whānau is facilitated.	Participate in training and actively use the Cancer Society database which is linked to the CD Division.

The best outcomes for cancer patients are advocated for.	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>Divisional Leader - 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
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.	Opportunities are taken where practicable and appropriate to speak to community groups and others to increase awareness of and knowledge about Taranaki Centre support services activities. Establish on-going relationships with External stakeholders - local GP's & practice nurses, local District Health Board 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
The needs of patients and/or their families 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.	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
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.	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 Taranaki Centre after use.

5. General	
Expected Results	Means
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 Centre Manager to ensure clear lines of communication and information are shared.	Provide on going supervision, training 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.

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 may be required to other Centres or to the Divisional Office or to National / other regions 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 _____