

Position Description

Position Title:	Supportive Care Coordinator - Taranaki / Whanganui
Reports To:	Service Delivery Manager for professional support Taranaki / Whanganui Centre Liaison for Daily Admin, HR related matters and centre activities/events
Hours of work	30 hours per week - split between the two areas 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
<ul style="list-style-type: none"> • Service Delivery Manager Central Districts • Taranaki / Whanganui Centre Liaison's • Centre Staff and volunteers • Supportive Care Volunteers & Support Group facilitators • Taranaki/Whanganui Centre Executive Committee • Local Cancer Society Support groups & other volunteers • Other Divisional Staff 	<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
<p>Support and respond to individuals and families affected by cancer and assessment of their needs.</p> <p>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.</p> <p>Counselling for clients and whānau.</p> <p>Clear client records are kept detailing interaction between the support co-ordinator and those seeking or referred for assistance.</p> <p>People with cancer and their families are referred to appropriate agencies for support according to their individual circumstances.</p> <p>Education or support courses for cancer patients and/or their caregivers, families and whānau is facilitated.</p>	<p>Use CSNZ core standards for the provision of support services and effective client support approaches based on knowledge, communication and cultural /spiritual awareness.</p> <p>Being available to listen with an empathic ear and provide support when needed.</p> <p>Effective communication systems provided e.g. car, mobile, answering system, computer, broadband.</p> <p>Work closely with volunteers to support them in assisting patients and families where appropriate.</p> <p>Regular contact is maintained with bereaved families, individuals and volunteers to ensure that they are coping with a loss.</p> <p>Participate in training and actively use the Cancer Society database which is linked to the CD Division.</p>

<p>The best outcomes for cancer patients are advocated for.</p>	<p>Establish ongoing relationships with relevant external stakeholders and health service providers.</p> <p>Plan and facilitate appropriate courses.</p> <p>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.</p>
<p>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.</p>	
<p>Expected Results</p>	<p>Means</p>
<p>Awareness of the support work of the Society within the community is promoted.</p> <p>Strong and effective links with other community groups and government agencies working in the cancer field are maintained.</p> <p>Greater awareness and use of Cancer Society support services by Māori, Asian & Pasifika clients.</p>	<p>Opportunities are taken where practicable and appropriate to speak to community groups and others to increase awareness of and knowledge about Taranaki /Whanganui Centre support services activities.</p> <p>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.</p> <p>Work closely with Māori Health providers and individuals to develop trust and provide appropriate support.</p>
<p>3. Identify and coordinate other social and support services available to patients/clients, their families and whānau</p>	
<p>Expected Results</p>	<p>Means</p>
<p>The needs of patients and/or their families for assistance, including their capacity to meet their own needs, are assessed.</p> <p>People with cancer are referred to appropriate agencies, and are given support appropriate for their individual circumstances.</p> <p>Financial Assistance Grants or other support is provided or referrals made to other service providers, eg. National Transport service, if required.</p>	<p>Patients and/or their families and whānau are encouraged & supported to seek appropriate social and financial support where they are entitled to other assistance.</p> <p>Full records are kept of all grants made and vouchers given out according to Cancer Society Financial Assistance policy.</p>
<p>4. Oversee the distribution of information resources & equipment for loan</p>	
<p>Expected Results</p>	<p>Means</p>
<p>Adequate supplies of resources, particularly written, are available and that stocks of made-up information packs are on hand.</p> <p>A pool of appropriate equipment in good repair.</p>	<p>Budget allocation is managed to provide & distribute Cancer Society Information in the community.</p>

	Full records are kept for all equipment loaned and all equipment is checked & returned to the Taranaki /Whanganui Centre after use.
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5. General	
Expected Results	Means
<p>Supportive Care volunteers and Support Group facilitators feel valued and well supported by the Cancer Society.</p> <p>All reports are on time.</p> <p>Maintain strong and effective links with the Centre and Central Districts Division as appropriate.</p> <p>Participation and engagement in local team meetings, planning, processes and major Cancer Society community health & fundraising events.</p> <p>Professional /Personal development is on-going.</p> <p>Awareness of the factors which lead to diminished wellbeing and effectiveness in your work.</p> <p>Working with Centre Manager to ensure clear lines of communication and information are shared.</p>	<p>Provide on going supervision, training and support to all supportive care volunteers when needed.</p> <p>Reports prepared and presented to committees as requested.</p> <p>Actively participate and engage in teleconferences and face-to-face meetings with Centre staff & volunteers, and others across Central Districts as required.</p> <p>Overnight travel to Palmerston North for meetings/training provided as required.</p> <p>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.</p> <p>Supervision provided by an appropriate external Supervisor on a regular basis.</p>