# Position Description

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| **Title** | Supportive Care Team Leader |
| **Reports to** | Supportive Care Manager |
| **Direct Reports** | Supportive Care Community Support (4) |
| **Location** | Dunedin |

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| The Cancer Society of New Zealand – Otago and Southland Division Inc. is led by Te Tiriti o Waitangi and equity focused. |

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| Organisational Mission  To reduce the incidence and impact of cancer in Aotearoa New Zealand. |

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| Values  Our core values are *respect, integrity and excellence.*  We display these behaviours in our daily work and they guide how we interact with others and ourselves. |

The Team Leader Supportive Care is a part time position based in Costal Otago (35 hours). The role has three direct reports (Community Cancer Support) and is responsible for provision of:

* confidential client based supportive care
* programmes and group development
* supply and management of appropriate informational resources
* advocacy for supportive care clients
* on-going development of training and appropriate use of volunteer services
* promotion and marketing of the Cancer Society

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| **Primary Objectives** | **Performance Measures** |
| To ensure a high-quality Supportive Care service is provided across Coastal Otago | * an equitable service is available to clients that meet their supportive care needs and accessible to anyone affected by cancer across the Coastal Otago region. * service planning is conducted to include the effective use of volunteers in roles such as administration and patient care * services are evaluated and adapted based on consumer and stakeholder feedback * strategies are in place to address geographical barriers to service delivery * the Coastal Otago Supportive Care team maintain accurate patient data, which is used to inform about the utilisation of services and to identify emerging trends or service gaps * any concerns or complaints raised are managed according to the Cancer Society guidelines and policies with every attempt made to mitigate the risk of reoccurrence * New programmes and initiatives are clearly assessed for benefit to clients, to meeting equity aims in the region and as an effective use of resources * this role manages a client load (25% of time) and responds appropriately to support needs of clients their families / whanau and refer on to external support services where appropriate |
| To build and support a strong Supportive Care team in Otago | * High calibre, professional staff are recruited and retained across Coastal Otago * All HR processes, including recruitment, induction, professional development, performance management meet Divisional standards * the team are supported to maintain an appropriate client load, by effectively triaging patients, identifying potential and respond to various support needs of clients their families / whanau, referring / brokering to other external support services. * In conjunction with the Otago Volunteer Coordinator an annual plan regarding volunteer engagement is developed * Supportive Care staff in Coastal Otago engage volunteers effectively to support the service as described in the volunteer role descriptions, reduce their workload and extend the care given to patients * all direct reports testify that they have the opportunity to provide feedback about work place challenges, concerns, initiatives and that their views are canvassed, respected and understood * Concerns raised by the team through direct feedback or staff surveys are proactively managed |
| To build on existing groups and programmes across Coastal Otago, and to assist in the development of a digital platform of educational webinars and support that can be accessed by clients across the Division | * Groups and programmes are relevant and accessible to clients across the Coastal Otago region. * Regular review of the groups and programmes is assessed as to relevance and * All clients are given the opportunity to provide their feedback for service improvement / future development * Staff are fully informed of the groups and programmes available to clients and promote them as part of their provision of service * Groups and progammes / digital workshops are promoted through communication channels and key stakeholders are given regular updates as to what is available * Collaboration with the other Supportive Care leadership team to ensure that resources are maximised and any development of groups / programmes has an equity focus |
| To contribute to the leadership at the Divisional level as part of an effective management team | * An “all-of-Division” approach is applied to planning Supportive Care services across Otago and Southland, including budgeting * The particular needs of Coastal Otago patients and Supportive Care staff are represented in decisions * staff and volunteers have regular opportunities for receiving and contributing to information, news and training relevant to their roles * annual budget monitored on a monthly basis (subject to provision of reports) and variances are anticipated and reported to the MSC * resourcing decisions are made within delegation authority * In conjunction and as delegated by the Support Service Manager to work on projects identified to develop and enhance service provision |
| To participate in promoting the Cancer Society’s Supportive Care Services | * Growing the awareness of the Cancer Society and being an advocate about its key aims and objectives in the region * information and stories are provided from Coastal Otago in a timely way to contribute to Division-wide and national resources * promotional materials produced by the Otago Supportive Care team meet brand guidelines * increased awareness of the service is demonstrated through increase referrals or clients of high need |
| To manage and build effective working relationships within the community and professional groups, organisations and individuals across Otago / Division | * relevant internal relationships are initiated and maintained within the society, especially relating to volunteers, health promotion and marketing and fundraising * relevant relationships are initiated and maintained with the District Health Board, community/ professional groups, organisations and individuals * in matters of advocacy, appropriate contact is made with community leaders, as part of an effective team * work with key people is consistently documented to the required standard and in a timely and appropriate format * staff understand their responsibilities for the relationships they have been delegated to manage |
| To maintain standards of own professional practice | * appropriate targets are identified, agreed and undertaken, both personally and through performance discussions with the MSC. * targets are undertaken which align with and contribute to local, divisional or national organisational vision * continuing professional development is initiated and undertaken to maximise ongoing professional contribution to the organisation * the MSC is fully informed and is confident that attention is focussed on appropriate priorities |
| Support the commitment to ensuring the Society provides a safe environment that is free of harm to health, safety or wellbeing | * Responsibility is taken for ensuring your own health, safety and wellbeing * Responsibility is taken for ensuring health, safety and wellbeing for employees and volunteers in your area of responsibility * Health and Safety risks associated with your role are effectively assessed and mitigated * Health and Safety risks associated with your area of responsibility are effectively assessed and mitigated * Health and safety incidents are reported, investigated and resolved in a timely way * Keep up-to-date knowledge of work health and safety matters * Have an understanding of the nature of the operations of the business and generally of the hazards and risks associated with those operations |

**Key Responsibilities**

**The above is an outline of the performance indicators and expected outcomes attached to the position. However, these may be extended or amended to meet changing circumstances.**

**Key Relationships**

This position requires a high level of professional interactions with:

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| **External** | **Internal** |
| * Clients * Health professionals * Collegial agencies * Media and professional bodies | * Chief Executive Officer * Manager Supportive Care Services * Supportive Care Team Leaders and Staff * Volunteering Manager and team * Marketing and Fundraising Manager and team * Database Administrators * Administration staff * Other Staff and Volunteers |

**Personal Specification:**

Education/Qualifications

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| A tertiary level qualification in a relevant health related field |

Skills and Experience

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| an ability to support, motivate and enable supportive care staff and volunteers |
| an ability to appreciate differing perspectives, build relationships and gain cooperation from a range of internal colleagues and external agencies |
| an ability to work in a team environment with minimal supervision |
| an ability to appreciate our clients’ perspective as consumers of our services |
| leadership qualities that include flexibility, maturity of judgement and the ability to make decisions |
| a general understanding of cancer and its impact on individuals, family/whanau and community |
| well-developed communication skills, including the ability to relate to the sensitive nature of the Society’s work, communicating with staff and relating to local media |
| a sense of humour and enthusiasm in working with people in their community |
| Excellent written and oral communication skills |
| an understanding and working knowledge of information technology |
| a current ‘clear’ drivers licence and the ability to drive a vehicle essential with access to a private vehicle |
| Cultural awareness and responsiveness to different cultural needs |