

JOB DESCRIPTION

Title: Helen Rollason Cancer Support Centre Coordinator.

Hours: 21 hours per week over 3 days.

Salary: £25,000 - £27,000 per annum, pro rata, depending on experience.

Location: Based at Mid Essex Cancer Support Centre, Hatfield Peverel.

Responsible to: Support Services Manager.

Purpose of role:

To ensure the smooth and efficient day-to-day running of the centre and raising the profile of the charity amongst clients.

Key responsibilities:

Systems and procedures

- To ensure that the centre is run in accordance with the Helen Rollason Cancer Support Centres Policy & Procedures Manual.

Administration

- Keeping client records up to date.
- Completing client assessment and therapy forms.
- Maintaining an efficient and organised filing system.
- Writing standard GP referral letters.
- Making client appointments.
- Ordering stationery.
- Ordering centre supplies and maintaining sufficient levels of stock.
- Updating and maintaining the centres database and sending it to the head office monthly.
- Administering the laundry and cleaning of the centre.
- Maintain the standard weekly and monthly reports and ensure the information is relayed to the Centres Development Manager promptly.
- Handling donations, banking monies and sending relevant paperwork to the head office.

Clients

- To hold initial meetings with clients on their first visit to discuss expectations and assess client requirements.
- Meetings and greeting clients at the centre.

cont'd overleaf

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- To ensure that clients are satisfied with the service they are given.
- To ensure any client complaints are dealt with politely, efficiently and effectively and details of all such complaints are reported to the Centres Development Manager.

Staff, volunteers and students

- Rostering and supervising staff and volunteers. Ensuring a team member is always present to receive visitors
- Arranging holiday cover for staff.
- To ensure therapists are aware of appointments and any cancellations.
- To supervise students working at the centre on a day to day basis and maintain all documentation in relation to their working hours and duties.

Networking/fundraising

- Raising the awareness of the charity amongst clients, supporters and other potential supporters of the charity wherever the opportunity arises and subject to client well being.
- Helping organise a programme of events to raise the profile of the charity in the local area.

Technical skills

- Excellent verbal and written communication.
- Good IT skills, including Outlook, Word, Excel and internet.

Personal skills

- Excellent communication and telephone manner.
- Positive and enthusiastic approach to teamwork.
- Professional, adaptable and flexible.
- Reliable, well organised, good time management skills, ability to pay attention to detail.
- Good listener and sensitive to the individual needs of clients.
- Demonstrate an ability to engender a warm and welcoming atmosphere in the centre at all times.
- You will be comfortable networking and "selling" the charity as and when the opportunities arise.
- Demonstrate a dedicated commitment to the charity and to the needs of our clients.

Experience/qualifications

- Educated to GCSE or 'O' level standard or equivalent.
- A medical background and a working knowledge of oncology are desirable.
- A basis knowledge.