

Our purpose

To reduce the rate and impact of cancer through best practice prevention, research and support.

Position description and person specification

Position title:	13 11 20 Consultant		
Unit:	Support and Research		
Department:	Information and Support		
Location:	202 Greenhill Road, Eastwood		
Manager:	Information and Support Manager		
Employment:	Permanent part time – 0.6FTE		
Last updated:	March 2024	By whom:	Information and Support Manager

Cancer Council SA

- has worked resolutely since 1928 to deliver cancer research, prevention, and support services
- is the state's leading independent, cancer-related, non-government organisation, dedicated to reducing the impact of cancer for all South Australians
- invests in three main strategic objectives: research, prevention and support
- is uniquely positioned as a resource for action and a voice for change towards a cancer free future
- is committed to The National Principles of Volunteer Involvement and Management
- maintains a non-smoking workplace and provides assistance with quitting
- requires employees and volunteers to promote cancer-preventing healthy lifestyle practices and behaviours, as outlined in organisational policies

Our core values are represented by three value statements:

 <p>Care</p> <p>We are driven to make a difference for all—those we serve, our teammates, our partners and ourselves.</p>	 <p>Integrity</p> <p>We strive to do the right thing always, act truthfully and honourably, be our authentic selves, be inclusive and embrace diversity.</p>	 <p>Excellence</p> <p>We work as one team and constantly push ourselves to be the best we can. We arrive every day inspired to make an impact through our talents, passion and commitment.</p>
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Unit role and objectives

Support and Research

The Support and Research Unit is responsible for a range of programs and services to advance the provision of supportive care for people affected by cancer. Programs aim to minimise the impact of cancer and/or improve quality of life.

Through a range of strategies, the unit will:

- deliver high quality, targeted support services to people with cancer and their families
- use existing evidence and generate new evidence to advance supportive care
- promote supportive care through partnerships, advocacy and stakeholder engagement.

Cancer Council 13 11 20 Information and Support service is one of Cancer Council SA's main interfaces with the community, responding to enquiries about all aspects of cancer. It provides best practice, evidence-based information and support to all people accessing the service.

Position overview

Based primarily in our Eastwood office, with a flexible approach to working from home, this telephone and online based role responds to Cancer Council 13 11 20 consumer needs by providing comprehensive, credible information, psychological support and referral to internal and external services. The position supplements existing cancer services and ensures that all individuals have timely access to cancer information and support.

Cancer Council 13 11 20 is available to residents of South Australia and the Northern Territory from 9.00 am to 5.00pm Monday to Friday (SA time, excluding public holidays), via the phone, electronically, by mail or in person.

Reporting relationships

This position reports to:	Information and Support Manager
Number of staff reporting to position:	Nil

Key accountabilities (outcome based)

- provide evidence based cancer information and support, as well as appropriate referrals, to people accessing 13 11 20 in response to identified needs. This is undertaken in accordance with Cancer Council SA Policy, Procedures and Guidelines, and in line with relevant privacy and health legislation, common law and ethical responsibilities affecting practice. The service is provided through multiple modalities
- assess and screen for distress across known domains of potential needs, including physical, psychological, social, cultural and spiritual, including use of the distress thermometer
- be accountable for own professional development activities to maintain knowledge and skills required as a health profession, including adherence to requirements of registration, commitment to continuing professional development and participation in performance reviews

- practice within an evidence based framework and participate in continual quality improvement activities to ensure a high quality service is provided to all callers by participation in training and education activities, monthly team meetings, call monitoring, external supervision, research projects and other quality improvement activities
- participate in activities that contribute to a strong and cohesive team evidenced by effective collaboration with the Support and Research Unit
- participate in the review and update of Cancer Council literature as requested
- use of internal databases, Cancer Council written resources and websites, external evidence-based websites and other resources, in order to meet the information and support needs of people affected by cancer
- collect and accurately record contact information in a timely and confidential manner, to allow for ongoing statistical analysis, organisation reporting requirements, as well as evaluation and bench marking of the service nationally
- participate in research activities relevant to both the Information and Support service and Cancer Council SA more broadly
- contribute to the on-going development of the Information and Support services through participation in strategic planning, team building activities and review of policies, procedures and guidelines
- Apply the Cancer Council's Principles for Volunteer Involvement and Management when working with volunteer staff

Protect your own health and safety and that of others by:

- complying with and actively contribute to the development of organisational policy and safety systems
- following reasonable instructions and training and complying with organisational policy and safety systems
- identifying and reporting workplace hazards and incidents to their supervisor
- complying with Cancer Council SA's OHS&W policies and procedures
- providing a safe working environment for all staff (paid and voluntary), contractors and invitees
- ensuring that your staff (paid and voluntary), contractors and invitees comply with policies and procedures as updated from time to time

Special conditions

- attendance at monthly 13 11 20 Cancer Support team meetings and other team training meetings (may occur out of service hours), either face to face or online
- participation in bi-monthly clinical supervision
- a willingness to further develop professional skills in the area of cancer control
- the successful applicant must be a non-smoker
- intra/inter-state travel, out of hours and weekend work may be required
- appointment will be subject to a satisfactory police check and may require a further Department of Human Services clearance

Person specification (knowledge, skills and experience)

- essential qualifications:
 - Tertiary qualifications in a health related field (e.g nursing; allied health; social work) and current registration with nationally recognised peak body
 - a minimum of 5 years post-graduate experience, including a minimum of 2 years in the field of oncology, haematology, palliative care or cancer control
 - recent practice in these areas must be within the last 5 years
 - knowledge of the potential psychosocial and information needs of people affected by cancer and understanding of the issues associated with cancer control
 - demonstrated ability to practice within an evidence based framework, and participate in continuous quality improvement activities
 - demonstrated ability to comply with organisational policies and procedures, including an understanding of privacy principles and confidentiality
 - advanced verbal and listening skills, with the ability to build professional rapport and trust with clients while maintaining appropriate boundaries
 - experience and knowledge in the use of computers, with demonstrated ability to use email, conduct internet searches and a commitment to the timely and accurate recording of data
- highly desirable:
 - demonstrated counselling experience via the telephone or face to face and or post graduate qualification in counselling
 - post graduate studies in oncology, haematology or palliative care
 - experience in the provision of phone and/or face to face evidence based information and support

Signatories

Incumbent

Name: _____

Signature: _____

Date: _____

Manager

Name: _____

Signature: _____

Date: _____