

JOB TITLE (LOCATION)	CENTRE HEAD, ROYAL FREE
SALARY AND BAND	BAND 8A – SALARY RANGE £59,201 - £69,409
ANNUAL LEAVE	27 DAYS & 9 BANK HOLIDAYS FOR FULL-TIME HOURS
REPORTS TO	CEO
DIRECT REPORTS	CENTRE PROGRAMME STAFF

About Maggie's

Maggie's provides free cancer support and information in our specially designed centres across the UK and online. Working alongside NHS hospitals, Maggie's centres are staffed by expert Cancer Support Specialists, Psychologists and Benefits Advisors, helping people to take back control when cancer turns life upside down.

Our long-term ambition is to be there for everyone with cancer in the UK at all 60 cancer centre sites to ensure that there is no-one living with cancer who is unable to access the expert psychological and information support that they so desperately need to live the best quality of life possible.

About the Post Holder

You will be a health care professional educated to degree level with a postgraduate qualification in cancer care and at least five years post qualification experience and training in cancer care. As well as experience of working as a member of an inter-disciplinary and multi-disciplinary team you will have excellent management skills.

You will have wide experience of providing care and support for people with cancer alongside knowledge and understanding of NHS strategy and provision of cancer care and services of guidelines for psychosocial care. You will be interested in working from models of psychological wellness, the psychology of health, normal adjustment to illness and quality of life in contrast to a medical model of illness and will be highly motivated to provide person focused, support with good communication skills, psychological insight and a warm empathic manner.

About the Role

You will have management responsibility for a multi-disciplinary team providing Maggie's programme of integrated support to people with cancer, their families and friends. You will ensure that this programme is provided in accordance with our policies and procedures, model, culture, ethos and brand and that the Centre environment is maintained in support of the programme and its usage.

You will be responsible for the effective provision of all aspects of Maggie's programme of cancer support, monitoring of programme usage and quality; for promoting the programme, Centre and Maggie's within the local community and facilitating access by people with cancer, their families and friends to the Centre and its programme.

You will participate in and contribute to Maggie's programme of psychosocial research and be responsible for creating opportunities to provide teaching input with regard to their Centre and programme of cancer support to the local health community.

Occasional overnight stays and some travel will be required along with some evening and unsociable hours working.

Key Responsibilities

- Direct and provide strategic leadership for staff in the provision of an integrated programme of cancer support.
- Provide personal input into Maggie's programme of cancer support including; eliciting cancer related concerns and assessment of the psychological and emotional state of people attending their Centre; providing and facilitating access to information about diagnosis and treatment and supporting people in developing an understanding of information; providing frontline psychological and emotional support to people affected by cancer and ensuring access for them to all appropriate aspects of Maggie's programme; facilitating psycho-educational elements of Maggie's programme including networking groups, courses, workshops and lectures; this will be undertaken within the framework of Maggie's supervisory policies and procedures.
- In collaboration with Centre psychologist, undertake and ensure that psychological risk assessment in relation to people accessing Maggie's Centre and its programme of support is undertaken.
- Ensure that all programme materials and resources are up to date, relevant and comprehensive and that these are maintained and utilised effectively in the provision of the programme of cancer support.
- Ensure that people accessing the Centre and the programme are made to feel welcome, special and valued as individuals and that their concerns have been heard and understood.
- Responsible for creating and ensuring that all Centre staff and volunteers create the conditions for maintaining ongoing relationships with people accessing the Centre.
- Ensure that people accessing the centre and programme are encouraged and enabled to make ongoing exploration of what Maggie's programme has to offer.
- Ensure ongoing enquiry and exploration with people of their use of all aspects of Maggie's programme; facilitate and ensure access to all appropriate elements of Maggie's programme for centre visitors.
- Maintain the Centre as a warm and welcoming environment in support of programme provision ensuring that the Centre environment is maintained in accordance with our policies and procedures in order to ensure effective and efficient programme provision.
- Responsible for promoting accesses by raising awareness of, and marketing, their Centre and programme of support within the health care and local communities.
- Responsible for ensuring that weekly staff support and supervision meetings occur and for participating in these meetings in the context of peer support and supervision in accordance with Maggie's policies and procedures.
- Ensure effective administrative support of the programme and for the collation and reporting of statistical data in relation to programme activity.
- Responsibility for ensuring up to date knowledge about cancer diagnosis and treatments and ensuring that all staff engage in appropriate CPD, and for the maintenance of up to date, relevant and effective informational and support resources in their centre.
- Create opportunities to provide teaching input with regard to Maggie's and its programme to the local health community, and for contributing to such teaching.
- Support Maggie's Centre fundraisers in promoting Maggie's in the local area, ensuring that programme staff actively contribute to and support fundraising events and activities.
- Ensure the development of, and effective close collaborative working relationships with NHS colleagues in the local area.
- In collaboration with Maggie's fundraising function develop and maintain relationships with key voluntary stakeholders and supporters within the local community.
- Work with senior colleagues across Maggie's to support the development of Maggie's.
- To ensure that the centre operates within the culture and expression of Maggie's brand and

to be guardian of this brand.

- Responsible for mapping existing cancer support provision, cancer treatment and local health service strategic planning, other local support services whether statutory or voluntary and for identifying unmet psychosocial needs in the community served by their Centre and for proposing programme development in the light of such analysis.
- Responsible for all aspects of Centre administration including delegated budgetary management, security, building maintenance, health and safety, ordering and management of Centre consumables.
- Responsible for ensuring the implementation of Maggie's policies and procedures.
- Work with Maggie's Finance function on establishment of the annual centre budget.
- Implementation and evaluation of agreed programme developments in collaboration with centre psychologist and in accordance with Maggie's policies and procedures.
- Propose innovative and creative developments to the programme of cancer support and, in collaboration with other senior staff, develop, pilot and evaluate agreed new programme initiatives; enable initiatives to be developed nationally where appropriate.
- Management responsibility for all staff; full and part-time employed, sessional and voluntary, within the centre and any associated outreach facilities.
- Ensure the management of a highly skilled and experienced MDT is undertaken effectively, utilising sensitive interpersonal negotiating and leadership skills.
- Conduct annual appraisal for all centre staff; identification of training and supervisory needs and for ensuring appropriate training CPD and supervision for all staff.
- Teaching and training within the local health care and academic communities including preparation of presentations and other administrative and programme related resources and materials as required.
- Ensure weekly staff support and supervision meetings take place, participate in these meetings in accordance with our staff support & supervision policies and procedures.
- Responsibility to contribute to training within Maggie's as required.
- Contribute to Maggie's programme of psychosocial research.
- Responsible for ensuring the annual Centre audit is conducted in a timely and efficient manner, taking into account the Five-Year plan.
- Responsible for preparation of and presentation of their Centres work on an annual basis for the CEO internal Centre review and Tri-annual external programme review.
- Carry out periodic local Centre specific audits as required
- Recording and reporting of all data in relation to the work of the Centre; completion of monthly reports of centre activity, reports on programme evaluation and outcome data.

Essential skills and experience

- Educated to degree level or equivalent experience
- Postgraduate qualification in cancer care
- At least five years post qualification experience and training in cancer care
- Strong team leadership and staff motivational skills
- Experience of budgetary management
- Demonstrable service development experience
- Experience of conducting audit and service evaluation
- Demonstrable project development skills
- Demonstrated networking skills with the ability to relate and communicate at all levels
- Specialist knowledge and skills in relation to an aspect of cancer care
- Enthusiastic about working directly with people affected by cancer within an innovative programme of supportive care, which integrates contributions from a range of professional disciplines.