**Breast Cancer Haven Manager**

**Solihull**

**APPLICATION PACK**

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**Closing Date – Midnight 1st December 2019**

**Interview Dates: 16th December 2019**

**Breast Cancer Haven Solihull Manager**

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| **Reports to** |
| Clinical & Research Director |
| **Salary** |
| Up to £45k according to experience |
| **Status** |
| Full time 35 hours per week |
| **Location** |
| Solihull |

**The Role**

This is a unique opportunity to become Manager of Breast Cancer Haven – West Midlands. You will be responsible for all day to day operational aspects of Breast Cancer Haven – West Midlands.

**The Person We Seek**

The Breast Cancer Haven Manager will be a Registered Health Care Professional and have experience of working in cancer care within the NHS or charity sector. You will have experience of delivering and managing clinical and/or supportive services for people with cancer. You will be passionate about the quality of the experience for the people who use the services of Breast Cancer Haven and have an interest in complementary approaches and integrated cancer care.

It is essential that:

* You have a University Degree or that you are a Registered Health Care Professional
* You can evidence excellence in clinical and general management, operating in the NHS or charity sector
* You have the ability to work some evenings and some weekends as required
* You can demonstrate an interest in supportive and complementary therapies in cancer care

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| **Job Summary Breast Cancer Haven Manager** |
| Manage all aspects of the day to day running of Breast Cancer Haven providing support to Visitors  Participate in the evaluation of the Breast Cancer Haven Programme with the support of the research team  Oversee the face-to-face medical marketing of Breast Cancer Haven services and co-ordinate with the Marketing team re written communications  Ensure the professional standards and practice at Breast Cancer Haven comply with Breast Cancer Haven’s business plan and overall development strategy  Prepare local business plan and budgets (with the support of the Operations Director) within the guidelines set by the Senior Management Team including the annual budget  Ensure compliance with statutory regulations, charity management, financial procedures and targets (with the support of the Operations Director) for Breast Cancer Haven  Recruit and manage all Breast Cancer Haven staff and self-employed therapists |
| **Detailed Responsibilities and Tasks** |
| **Operations**  Work with the operations team to ensure that work needed to maintain the standards of the building are done in a timely manner  Work with the operations and research team on clinical developments for BRAVO, Breast Cancer Haven’s appointment & clinical database  **Clinical Service Delivery**  Oversee the clinical programme of individual therapies and group based activities; with support of the clinical team, ensure it is constantly relevant to the needs of the Visitors  Conduct first consultations to plan individual therapy programmes and ensure follow up reviews and enquiries are conducted as required  Ensure the staff clinical team are responsible for written and verbal liaison with NHS or private hospital staff including breast care nurses, consultants and GPs regarding Visitors  Manage the outreach programme for Breast Cancer Haven Hereford  **Budgets and Fundraising**  Agree the annual budget for Breast Cancer Haven Hereford and Worcester with the Operations Director  Monitor fundraising to ensure that monthly targets are met  Responsible for all expenditure to ensure that Breast Cancer Haven is not over budget  **Medical Marketing**  Ensure the staff clinical team are responsible for liaison with GPs and hospital personnel including key medical staff, breast care nurses, chemotherapy and radiotherapy staff.  Ensure the staff clinical team join the local breast cancer nurses group and attend regular meetings  Ensure the staff clinical team participate in developing a medical marketing plan for the region  Ensure the staff clinical team achieve the marketing targets for the region  Ensure the staff clinical team organise and present an agreed number of health care professionals days throughout the year  **HR Management Responsibilities**  Responsible for recruitment and management of all Breast Cancer Haven staff; clinical and reception staff, fundraisers and volunteers  Responsible for training and induction of clinical, fundraising, reception staff and volunteers  Responsible for performance management and meeting additional training requirements of all staff  Ensure the staff clinical team organise and lead the required number of peer group supervision sessions for the staff and self-employed clinical team every 8 weeks (approximately four groups on each occasion)  Ensure the staff clinical team provide support for staff, therapists and volunteers as the need arises including debriefing  Ensure the staff clinical team provide telephone absence cover for Breast Cancer Haven Managers in other centres and the Macmillan Information and Support Manager as required  **Monitoring and Reporting**  Ensure Visitor statistics are updated on a monthly basis  Provide monthly reports on clinical services and fundraising to Senior Management Team  **Haven Programme Development**  Ensure the local clinical team liaise with Breast Cancer Haven’s clinical team to ensure that all policies and professional guidelines are relevant and up to date.  Ensure the local clinical team liaise with Breast Cancer Haven’s clinical team to develop the Programme across all Havens and support the Director of Clinical and Service Development in the development and evaluation of the Haven programme including outreach opportunities in the local region  **Production of Haven Information**  Ensure the staff clinical team collaborate with the Clinical and Research Director to contribute to written, film and audio materials required for Breast Cancer Haven  Ensure the staff clinical team collaborate with the research team to ensure Breast Cancer Haven gets the necessary Visitor feedback to meet the requirements of The Information Standard.  **General**  Continue with personal professional development  Carry out any other reasonable duties as requested  This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder  Maintain complete confidentiality on all data on staff, volunteers and services within Breast Cancer Haven  The Haven is committed to Equal Opportunities for all present and potential members of staff and service users, therefore Breast Cancer Haven expects all employees and volunteers to understand, support and apply this policy through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.  The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or The Haven, reporting any potential risks to life or property immediately in accordance with The Haven’s Health and Safety policy and procedures. They must use all equipment provided to undertake their role safely. |
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| Qualifications/Skills | |
| **Essential** | **Desirable** |
| Currently Registered Health Care Professional  University Degree or equivalent experience  Experience of working with people with breast cancer  Excellent communication and interpersonal skills  Computing skills  Experience in managing a budget  Ability to work independently and in a team  Excellent planning and organisational skills  Ability to work some evenings and some Saturdays as required  Interest in supportive and complementary therapies in cancer care | Experience of working within a geographically dispersed organisation  Driver’s licence and car available for business mileage  Experience of working within a charity  Experience of income generation  Experience of service improvement and managing change across teams of health care service providers |
| **Personal Characteristics** | |
| Ability to manage conflicting demands and priorities on time  Flexible attitude to working hours  Good organisational skills - forward thinking with a logical mind  Confident & well presented | |

**About Breast Cancer Haven**

**History**

In 1996 Sara Davenport sold her art gallery in order to start Breast Cancer Haven. She was inspired to do this when her friend was diagnosed with breast cancer and she could see the need to create somewhere like a Haven to help support her recovery. In February 2000 HRH The Prince of Wales, Patron of Breast Cancer Haven, opened the first Haven in Fulham, London. In January 2004 he opened the second in Hereford. The third Haven opened in Leeds in October 2008, Wessex opened in October 2015 and West Midlands in 2017.

**Why is there a need for Breast Cancer Haven?**

* 1 in 8 women develops breast cancer in the UK
* Over 55000 new cases of breast cancer are diagnosed each year
* Men can get breast cancer too

**What is a Haven?**

Havens are day centres offering free support, information and complementary therapies to anyone affected by breast cancer. We provide a comforting environment where Visitors can benefit from the support of our welcoming staff and from meeting others going through similar experiences.

*“Having breast cancer made me want to improve every aspect of my life, to give myself the best chance. But I needed information and advice on what would help me most, physically and emotionally. I found this at Breast Cancer Haven”.* Clare

**Fundraising**

It costs approximately £3 million a year to run our Breast Cancer Havens.

Breast Cancer Haven funds are raised through a variety of methods, managed by our Fundraising Team. We have a successful annual events programme. Trusts and foundations also contribute significantly to the annual fundraising requirement as do individuals through our Haven Guardian programme.

**Government support**

Current difficulties in funding the NHS mean that we do not expect that the government will provide funds to support complementary therapies, at least until such time as their use can be proven to reduce the cost of conventional treatment. Breast Cancer Haven, therefore, receives no government funding for day-to-day services, although was recently awarded a grant to support set-up of a new Breast Cancer Haven in Solihull. Our plans assume that running costs and the funding of additional Breast Cancer Havens have to be met through charitable donations and fundraising events.

**Plans for the future**

Breast Cancer Havenhas enjoyed considerable success in a short period of time. Its plans are ambitious. Its fundraising and marketing strategy must secure the charity through the current economic climate and also keep pace with planned expansion.

**The key features of the current strategy are:**

* Ensuring that our services become more widely available and accessible by:
  + Having a programme of Haven openings with a view to creating a network in areas of greatest perceived need.
  + Providing support to those unable to access a Breast Cancer Haven, via our outreach programme, including our new DVD ‘The Haven at Home’.
* Ensuring that the programme offered at Breast Cancer Haven maintains high clinical standards and represents the best that can be offered in light of new research.
* Generating sustainable income streams.
* Ensuring the service is used to its full potential; increasing the understanding of the programme by the medical community and further attracting those who might benefit from the services provided.
* Developing a high performing organisation to support Breast Cancer Haven growth strategy.
* Developing the marketing strategy:
  + Strengthening brand awareness and visibility
  + Increasing awareness of Breast Cancer Haven within the medical community
* Pursuing a number of focused research programmes, in collaboration with other organisations, into the clinical effectiveness of integrated breast cancer care.

**Terms and Conditions**

* Full time position
* 35 hours per week
* Three months’ probationary period
* 22 days’ holiday (plus an additional 3 days between Christmas and New Year) and statutory holidays. The standard holiday entitlement is increased by one day per year of service to a maximum of 27 days (plus an additional 3 days between Christmas and New Year). Holiday entitlement is pro rata’d for part-time employees

**How to Apply**

We would like to take this opportunity to thank you for your interest in **Breast Cancer Haven.**

We recognise that applying for a job is a two-way process. You will want to find out about the charity as an organisation just as much as we want to find out about the skills, knowledge and abilities that you could bring to the post.

For further information about us please visit [www.breastcancerhaven.org.uk](http://www.breastcancerhaven.org.uk).

**Your Application**

If you wish to apply for the position of Breast Cancer Haven Manager, please send your CV, details of your current salary and a supporting statement. In the supporting statement please give examples of your experience relating to the job specification and why you want to work for Breast Cancer Haven.

Please email this to our advising consultant:

Tim Sewell, Managing Consultant, Sewell & Wood

Email: [tim.sewell@sewellandwood.com](mailto:tim.sewell@sewellandwood.com)

Tel: 0121 200 5780

**If you do not hear from us presume that you have not been accepted for interview.**

When making your application, please state where you saw this advertisement

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