

Lymphoma
action 

Inform | Support | Connect

**Information and Support
Officer (Helpline)
Recruitment Pack
April 2022**



Welcome

Thank you for your interest in the role of Information and Support Officer (Helpline).

This is an exciting opportunity to join our Information and Support team where you will use your skills and experience to provide information, support, empowerment and signposting to provide a high-quality Helpline and Buddy Service to our service users, to ensure that no one has to face lymphoma alone.

As an Information and Support Officer, you will work closely with the other members of the Information and Support team, to staff our Helpline Service and Buddy Service. You will be reaching out to people affected by lymphoma including individual's diagnosed with lymphoma and those supporting them including family, friends and carers. Each year we provide essential understanding and support to around 2000 individuals.

We are looking for someone with experience of counselling skills or working on an information and support person-centred helpline, with strong compassion, understanding and empathy for those diagnosed with this largely-unknown blood cancer. You will be an excellent communicator, able to work across a variety of contact methods and within our service policies and procedures to deliver a consistent, impactful, high-quality service.

Lymphoma Action's head office is in Aylesbury, Buckinghamshire. Our staff wellbeing is of utmost importance, and we have created a COVID-safe working environment and will continue to ensure the safety needs of our staff are met. Whilst there is some capacity to work flexibly from home, there will be an expectation of spending at least half of the week in the central office.

Further details about the role can be found in the Job Description and Person Specification.



**It feels better just knowing someone is there.
Thanks so much for your help**

Helpline Service user

Our Vision, Mission, Goals and Values

Vision Statement

Everyone affected by lymphoma will receive the best possible support, treatment and care

Mission Statement

Through information, education, support and influence, we will make sure no-one has to face their lymphoma alone

Our 5 Strategic Goals

-  Create the highest quality information so that people can understand their lymphoma
-  Ensure that people affected by lymphoma can access the treatment and care that they need
-  Ensure that people feel supported with and beyond lymphoma by others who understand what they are going through
-  Be a voice for people affected by lymphoma in order to influence the decisions that affect them and raise awareness of lymphoma
-  Have the most effective resources so that we are sustainable and can deliver impactful services

Our Values

- **Focused** – we are dedicated to the needs of those affected by lymphoma
- **Empowering** – we build confidence to make change happen
- **Trusted** – we use our expertise to deliver quality services
- **Innovative** – we look to a better future for people affected by lymphoma
- **Collaborative** – we are inclusive and value our partnerships



Job Description and Person Specification

Job title:	Information and Support Officer (Helpline)
Responsible to:	Education and Support Services Manager
Duration:	Permanent
Location:	Potential for hybrid working between head office (Aylesbury) and home following successful probation period
Working hours:	Full-time: 35 hours per week
Salary:	£24,500 per annum

Purpose of the role

- To deliver high-quality emotional support and information about lymphoma, its treatments and related issues to people affected by lymphoma, including individuals, families, carers and friends, and to healthcare professionals, through a variety of communication channels including telephone, email, online chat and social media.
- To make links between enquirers and our volunteer Buddies through our Buddy Service, to provide access to time-limited peer-support and sharing of experiences. And to provide ongoing support and stewardship to our network of volunteer Buddies.
- To keep appropriate records and reports on Helpline Services interactions and Buddy Service links for the purpose of service monitoring and development, and impact reporting.
- To give insights and support service development around increasing the reach of our services and reducing health inequalities amongst our audiences.

Key internal and external relationships

- Senior Information and Support Officer, and Information and Support Officer
- Education and Support Services Manager and Director of Services
- Colleagues in the Education and Support Services team
- Regional Development Managers
- Volunteering Development Manager
- Publications, Fundraising and Communication and teams
- Buddies
- Service users (including Helpline Services and social media)
- Healthcare professionals

Main duties - general

- To respond to requests for information and emotional support through our Helpline Services, using a variety of communication channels including but not limited to telephone, email, Live Chat and online/social media. To provide access to accurate, up-to-date and relevant information on topics surrounding lymphoma.
- To be responsible for developing and maintaining self-directed knowledge around lymphoma and associated topics, including developments and learning in the field of cancer-related issues.
- To deliver work within the Buddy Service, including making appropriate links, gaining and delivering feedback, keeping accurate records, Buddy stewardship, and to participate in the recruitment and training of new Buddies as necessary.
- To keep appropriate and accurate records of all Helpline and Buddy Services interactions on ThankQ CRM, and ensure this is comprehensive, informative and timely.
- Participate in developing and keeping up-to-date instructions/guidance on the helpline services reporting through ThankQ CRM.
- To build and maintain working relationships with key health professionals and health organisations, including hospitals, cancer information centres and NHS trusts.
- To liaise with the social media team around appropriate promotion of services, and assist other departments with responses to posts and questions through social media channels.
- To participate in developing the voice, and representation, of people affected by lymphoma within relevant settings such as internal and external groups and meetings, using intelligence gathered from service user interactions.
- To participate in identifying individuals to approach around opportunities for advocacy, for example NICE/SMC submissions, development of services and content.
- To liaise with the Publications team to identify content for articles and on the development of information, and for gathering their expertise to help with enquiries where necessary.
- To attend seminars, lectures and conferences for the purposes of promoting Lymphoma Action and its services, and to gain and share lymphoma knowledge.
- To work within strict confidentiality boundaries of the Helpline and Buddy Services, respecting the anonymity of service users where appropriate, and within specific charity/team policies with respect to safeguarding and incident reporting.
- To be self-aware of the impact of working on the Helpline and Buddy Services, and proactively develop and support own wellbeing strategies, and actively engage in support and supervision opportunities.
- Provide peer-support and debriefing to other team members working on Helpline Services and the Buddy Service.
- To participate in the training of new team members as necessary.
- Offer the opportunity for debriefing support to all staff across the organisation.

General

- To contribute to organisational effectiveness through positive team-working.
- To represent Lymphoma Action in a variety of different contexts and to a variety of different audiences.
- To meet with Education and Support Services Manager for the purpose of regular supervision and appraisals.
- To participate in staff training, organisation/team meetings and events, as required.
- To comply with the organisation's health and safety, confidentiality, data protection and other policies.
- To promote equality of opportunity and anti-discriminatory practices.
- To ensure the ethos and values of the organisation are maintained in the running, development and delivery of the Helpline and Buddy Services.
- Any other duties deemed appropriate by the Education and Support Services Manager, subject to time and commensurate with level of responsibility and salary.

Person specification

This is the selection criteria for this role.

It is not expected that the successful candidate will necessarily have experience/competency in all the areas highlighted. We are committed to helping individuals develop professionally and personally, and your application is encouraged.

Education, experience and knowledge

- Counselling skills or an understanding of counselling principles.
- Experience of working on a person-centred information and support helpline.
- Experience of working in a helpline, customer support or service delivery role.
- Experience of working in a caring profession or in the voluntary sector.
- Experience of working with volunteers.
- Knowledge of lymphoma and/or other forms of cancer.

Skills and abilities

- A warm, sensitive and understanding approach to providing information and support to individuals around a challenging topic and its associated emotional impact.
- Excellent verbal and written communication skills.
- An outstanding telephone manner and approach to providing exceptional service user experience.
- Ability to understand and communicate complex health-related and medical issues.
- Ability to analyse enquirers' needs quickly, accurately and sensitively.
- Ability to deal professionally, calmly and empathically with people affected by lymphoma.

- Ability to work as part of a team and understanding of the emotional impact of working within an information and support-giving environment.
- Strong administrative and organisational skills with the ability to juggle and prioritise multiple tasks, manage workload under pressure and work to deadlines.
- Good IT skills and computer literacy, including Excel, Word, social media (eg. Twitter and Facebook) and CRM database skills.

The role includes some travel for the purpose of training and attending external meetings. Occasionally, there may be the need to work at weekends or during anti-social hours, for which notice and time off in lieu will be given.

Personal competencies

Lymphoma Action works to a clear set of values in everything it does and this reflects the following behaviours we look for in all our staff.

Focused

- You focus on goals and on the best outcomes for our beneficiaries.
- You are strategic and make good decisions and don't just focus on short-term needs.
- You work in a flexible way, responding to new insights that will help increase our impact.

Empowering

- You inspire people, celebrate success and acknowledge the efforts of others.
- You support people to take on tasks and be confident in their decisions.
- You respect the decisions of others and are resilient in the face of change.

Trusted

- You are empathetic and show compassion but respect professional boundaries.
- You do what you say you're going to do and take responsibility for your decisions.
- You are open and honest with yourself and others.

Innovative

- You are curious, open to new ideas and don't miss opportunities.
- You make time for reflection, creativity and learning and encourage others to do the same.
- You are willing to try new things and you learn quickly from your experiences.

Collaborative

- You are inclusive, treat everyone as an equal and embrace diversity.
- You listen well, communicate openly and share your skills and knowledge with others.
- You believe in the value of relationships and understanding differing perspectives/feelings.

Why work for Lymphoma Action?

- Our values and behaviours mean we have a great working culture that focuses on what we are here to do but also on being creative, supportive and having the right environment to be effective.
- We are an established and successful national charity that has supported our staff to work effectively, flexibly and safely during COVID-19, whilst focusing also on their wellbeing.
- We have the infrastructure and processes to enable effective remote working and will provide you with the means to work from home.
- We offer a generous Employee Benefits package, which includes a comprehensive Employee Assistance Programme, leave enhancements above statutory requirements and a Life Assurance scheme.
- In addition to eight UK public holidays, you will receive 25 days' annual leave, rising by one day for each year's service up to a maximum of 30 days (for full-time staff; pro rata for part-time staff).
- You will be auto-enrolled in the Charity's workplace pension scheme (unless you choose to opt out). Lymphoma Action will contribute a sum equal to 5% of your salary per annum and you are required to make a 3% minimum employee contribution in addition to the employer contribution. You may also make further or additional employee contributions .

How to apply for this role

If you are interested in joining Lymphoma Action as Information and Support Officer, please read the Job Description thoroughly, including the **selection criteria** listed in the Person Specification above.

- To apply, please submit your **Curriculum Vitae and Supporting Statement**, which needs to evidence how you have gained the particular skills and experience we are looking for.
- We actively welcome applications that will help increase the diversity of our workforce, welcoming applications from those with disabilities and from minority groups and from different backgrounds and experiences.
- We ask applicants to complete an **Equality and Diversity Monitoring form**, which will be kept separately from the application form.
- If you would like an informal chat about this role, please email jobs@lymphoma-action.org.uk to arrange a convenient time to chat with our Senior Information and Support Officer.
- Please send your CV, Supporting Statement and Diversity Monitoring form to jobs@lymphoma-action.org.uk. Please ensure they are in Word format, not pdf.

The recruitment timetable

Closing date for applications: 10 a.m. **Monday 25 April 2022**

Pre-interview tasks: **Tuesday 3 May 2022** (by phone and email)

Interviews to be held: **Wednesday 4 May 2022** at head office, Aylesbury.

(If candidates are unable to attend in person, arrangements can be made for the interview to be conducted via Microsoft Teams video-conference.)

If you have any queries about the application process or about the role, please contact **Non Kinchin-Smith, HR Officer**  jobs@lymphoma-action.org.uk

What is lymphoma?

Lymphoma is a cancer of the lymphatic system, which is part of the immune system. It is the fifth most common cancer in the UK with more than 19,500 people diagnosed every year, including diagnoses of chronic lymphocytic leukaemia (CLL) (which is a form of lymphoma, despite its name).

While the majority of people diagnosed with lymphoma will be over the age of 55, lymphoma is also the most prevalent cancer among teenagers and young adults aged under 30. Approximately 125,000 people are living with lymphoma and CLL in the UK.

While lymphoma shares some similarities with other types of cancer, there are important aspects where it differs and that give a different slant to the charity's work:

- For most cases of lymphoma, there is no known cause. Therefore, positive health promotion messages will have little impact. In this sense, it's a great "unknown" and "unknowable" disease.
- Lymphoma concerns a part of the body that few people know or understand – the lymphatic system. This makes it even harder to cope with and explain to other people.
- For some forms of lymphoma, particularly indolent or low-grade forms, the initial treatment will be "no treatment", in the form of active monitoring or "watch and wait", whereby people with a diagnosis, but no troublesome symptoms, will see their specialist for regular check-ups and only begin treatment if problematic symptoms develop. This runs counter to mainstream cancer messaging which concentrates on spotting and understanding the signs and symptoms of cancer, leading to earlier diagnosis and speedy treatment, with, in many cases, a direct link to vastly improved outcomes.
- Many forms of lymphoma are chronic cancers – while the majority of other cancers, particularly solid tumour ones, will be treated with curative intent, many forms of lymphoma are not curable, but they are eminently manageable as long-term diseases. As such, many people will live with lymphoma for a long time, with a number of relapses. It may well be that they outlive their cancer, but die from some other cause. This presents a whole range of additional issues for lymphoma patients and their families, including those around psychological support for coping with a long-term incurable cancer and a different approach to survivorship support.
- In contrast, some forms of lymphoma are aggressive and, if not treated quickly and effectively, will become terminal. Yet, at the same time, many of these aggressive forms are the ones that can be treated most successfully and have the potential to be cured. All this adds further to the complexity and difficulty in understanding lymphoma as a disease and cancer.
- Age is an important factor in cancer diagnosis, treatment and survival generally. It is particularly important in lymphoma because of the two peaks of incidence – one in younger people under the age of 30 and the other in older people, particularly over the age of 55.



**Brilliant, I don't feel quite so alone now,
thank you!**

Helpline Service user

About Lymphoma Action

Lymphoma Action is based in Aylesbury and currently employs 33 staff and over 340 volunteers.

We are a national charity that provides high quality information and support to people affected by lymphoma. We also work with and support the healthcare practitioners who treat and support people with lymphoma. In addition, we engage in policy and lobbying work at government level and within the NHS with the aim of improving the journey and experience of people affected by lymphoma.

Our strategy for 2020-25 sets out our organisational goals and our priorities going forward. Whilst COVID-19 has impacted on many areas of our work and activities (specifically face-to-face events, peer support activities and fundraising activities), our mission and long-term strategy still stand true. In fact, our work during the pandemic has only served to strengthen our purpose and show why the need for lymphoma information and support is greater than ever.

For our recent achievements, please read our 2020 annual report and accounts on our website.

What we do

Our services and activities can be broadly grouped as follows:

- **Helpline Services** – open five days a week and providing much-needed emotional support. We receive circa 2,000 enquiries a year via telephone, email and live chat service on our website.
- **Buddy Service** – we have a team of trained buddies whom we link with people who need additional support or who want to speak with someone who has shared similar experiences.
- **Information and publishing** – including high-quality information leaflets and publications (including *Lymphoma Matters* magazine), supplemented by a programme of webinars, podcasts and videos.
- **Lymphoma TrialsLink** – an online clinical trials database and information service.
- **Online support meetings** – we operate a network of online groups across the UK. We also run a closed Facebook group with over 2,300 members.
- **Live Your Life** – our award-winning survivorship and education programme, which we are currently running in digital format.
- **Events** – traditionally we run national and regional events for people affected by lymphoma although these are also being run digitally during the pandemic.
- **Healthcare education and training** – we run online training events and conferences for, and provide information to, healthcare practitioners working in the field of lymphoma. This includes GPs, nurses, specialist trainees and consultants.
- **Website** – www.lymphoma-action.org.uk offering a range of information and support with over 2 million visitors a year.

To find out more about Lymphoma Action and our work, please visit our website:

 www.lymphoma-action.org.uk/about-us

How we work

The Charity's work and strategic objectives are overseen by the Board of Trustees, which meets four times a year, with the day-to-day operation of the organisation led by **Ropinder Gill, Chief Executive**, and a Senior Management Team comprising:

- Dallas Pounds, Director of Services
- Jim Howson, Director of Finance
- Karen Rabjohn, Director of Fundraising and Communications

An Operational Managers Group also works across the organisation, to support the implementation of strategy, development of operational plans and internal communications. The group is made up of representatives from publications, volunteering and regional development, communications, education and support services and fundraising.

Financially, we are dependent on our fundraising work, with the vast majority of our funding coming from individual donors and some grant-making trusts and organisations. Whereas our income pre-pandemic was circa £1.8m, we successfully raised circa £1.7m in 2020 and, with a windfall legacy, raised over £3m in 2021.

To find out more about what Lymphoma Action does,
please have a look at our website:

www.lymphoma-action.org.uk/about-us

For our recent achievements, please read our
2020 annual report and accounts
and **2020 impact report**.

Thank you for your interest in this role.

Lymphoma Action is a charity registered in England and Wales (1068395) Scotland (SC04850).

Registered address: 3 Cromwell Court, New Street, Aylesbury, Bucks HP20 2PB.

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