

Lymphoma
action 

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**Self-management
Programme Coordinator
Recruitment Pack
July 2022**



Thank you for your interest in the role of Self-management Programme Coordinator

This is an exciting opportunity to make a real difference to the lives of people with lymphoma by coordinating the delivery of our peer-led self-management programme, bringing in-person and online workshops to people at a key stage in their lymphoma, and enabling them to take control of their life following a lymphoma diagnosis. As part of our Education and Training team, you will become part of Lymphoma Action's Services department, delivering a programme proven to make a meaningful difference to those who attend.

Life your Life is a key project in our services offering, targeting people with lymphoma at the point of finishing treatment or starting on active monitoring, and offering an important part of the cancer recovery programme. You'll be helping our team of dedicated Live your Life facilitators – each with lived experience of lymphoma – to deliver interactive workshops to small groups of individuals and their key family members.

This wide-ranging role includes engaging with clinical nurse specialists – pivotal in the delivery of workshops – and supporting them to promote the workshops to their patients. You'll also arrange all bookings of live and online workshops, liaising with venues and staff as needed, and working with our Communications team to develop marketing resources to promote the workshops.

Lymphoma Action's head office is on the outskirts of Aylesbury, Buckinghamshire. We recognise that we benefit from working flexibly and this role can include a proportion of home-working if preferred, with an expectation of at least two days a week in the head office.

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



When I was first diagnosed I was all at sea, I really didn't know which way was up. What I most valued about the workshop was it showed me I wasn't alone, there were a lot of other people going through the same illness. It showed me I could look forward to the future far more positively than I thought I ever could.

Phil, workshop attendee and facilitator

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:	Self-management Programme Coordinator
Responsible to:	Education and Support Services Manager
Duration:	Permanent
Location:	Head office, Aylesbury, with flexible/hybrid working
Working hours:	Part-time, 28 hours per week (0.8 of FT)
Salary:	FTE £24,000 p/a (calculated on a pro-rata basis as £19,200 p/a for a 28-hour working week)

Main purpose

Live your Life is a peer-led, self-management programme for people who have been diagnosed with and treated for lymphoma. Our workshops take a holistic approach to the needs of people affected by lymphoma, covering both general health and wellbeing issues that lymphoma presents, and skills and strategies for self-management and finding 'a new normal' after a lymphoma diagnosis. The structured programme is delivered through online and in-person workshops, and video content, by our experts-by-experience volunteer facilitators, alongside clinical nurse specialist.

The primary purpose of the role is the following.

- To coordinate a number of Live your Life programme workshops throughout the UK, both virtually (via Zoom) and in face-to-face workshops.
- To support and coordinate the team of volunteer facilitators who deliver the workshops.
- To engage with clinical nurse specialists (CNSs) to ensure their continued uptake of workshop delivery across the country, and their presence at the workshops.
- To promote Lymphoma Action services to workshop attendees as part of a supportive user journey.
- To ensure the collection and collation of evaluation information and feedback in order to measure and monitor the impact of the programme.
- To maintain the Live your Life section of the charity website to ensure that it is up to date and relevant, including the Live your Life mini course (video version of the workshops).

Key internal and external relationships

- Senior Events Officer
- Education and Support Services Manager, Director of Services
- Colleagues in the Services team (including Services Managers and Volunteering Development Manager)
- Communications team (for social media)
- Live your Life volunteer facilitators
- Individuals with lymphoma, and their families, friends and carers
- CNS and other healthcare professionals and other cancer support staff
- Other third-sector organisations, external companies/agencies

Main duties - job specific

- To support and coordinate the team of volunteer facilitators to ensure their continued engagement with the programme and delivery of workshops. This includes regular communications and virtual team meetings, booking the facilitators to deliver the workshops, ensuring each facilitator feels comfortable with the programme and their delivery, and supporting them with the practical aspects of workshop delivery such as hosting virtual events and coordinating booking of face-to-face event venues.
- To engage with and CNSs to raise awareness of the programme and encourage uptake in their area, secure workshops, and support them to promote the programme within their local areas through creating printed and online marketing materials. Where possible, seek endorsement of the workshops for future promotion.
- To coordinate the delivery of the Live your Life programme through each delivery medium, meeting key performance indicators. This includes setting up workshops, marketing workshops, and hosting the workshop on the day.
- To identify and book locations for face-to-face workshops, liaise with venues/providers on booking, catering and logistical arrangements.
- To set up and host online workshops through digital platforms.
- To compile, coordinate and distribute facilitator and delegate information, according to the different delivery media, such as coordinating workshop materials and delivery of handbooks to attendees.
- To administer the online video mini course, including promotion, monitoring uptake, and coordinating follow-up contact with those who have signed up.
- To engage with and follow-up with participants of the Live Your Life programme, in all its formats, to ensure that access to ongoing support services are promoted to them as a user-journey.
- To maintain the Live your Life section of the charity website to ensure that all workshops are promoted, and materials are up to date and relevant.
- To develop key relationships with different stakeholders (in addition to CNSs) such as other healthcare professionals, cancer support professionals, people affected by lymphoma, and Lymphoma Action volunteers, to ensure promotion, uptake and delivery of workshops.
- To liaise with the Volunteering Development Manager on the stewardship of the volunteer facilitators.
- To liaise with the Services Managers on dates and locations of workshops, sharing of CNS contact details, and promotion of workshops.
- To liaise with the social media team (within Communications team) on the promotion of the workshops, helping to develop content where needed.
- To coordinate the collection, collation, reporting and interpretation of key evaluation measures in order to measure and monitor the impact of the programme, and identify any changes or improvements needed.
- Travel to host some face-to-face workshops across the UK is expected.

General

- To contribute to organisational effectiveness through positive team-working, including providing cover for other team members, as and when necessary and appropriate.
- To meet with the line manager for the purpose of regular supervision and annual appraisal.
- To participate in staff training, organisation/team meetings and events, as required.
- To be a positive representative for Lymphoma Action as required and displaying the organisational values at all times.
- 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 have a flexible approach to working hours, if required.
- Any other duties deemed appropriate by the line 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 have experience/ competency in all the areas highlighted. Lymphoma Action is committed to helping individuals develop professionally and personally, and your application is encouraged.

Experience and knowledge

- Experience of running in-person and digital events from end to end.
- Experience of using events delivery software such as Eventbrite and Zoom.
- Experience of working in a caring profession or in the voluntary sector.
- Experience of working with volunteers.
- Knowledge of the impact of living with cancer or a long-term condition.
- Experience of using CRM systems (ThankQ).

Skills and abilities

- A warm, sensitive and understanding approach towards people affected by lymphoma.
- Excellent verbal and written communication and interpersonal skills.
- Confidence working with people from all backgrounds, from people affected by lymphoma, to suppliers, to healthcare professionals.
- Excellent administrative and organisational skills with the ability to juggle and prioritise multiple tasks, manage workload under pressure and meet deadlines.
- Excellent digital and IT skills (including use of social media, digital event systems, Microsoft Office applications, and content management systems).

- Ability to work independently and without supervision, while also working as part of a team.
- Meticulous approach, accuracy and attention to detail.

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.

Values and Behaviours

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 us as Self-management Programme Coordinator, 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 Events 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 am, **Monday 22 August 2022**

Pre-interview tasks: **Thursday 1 and Friday 2 September** by phone and email

Interviews to be held: **Monday 5 and Tuesday 6 September** in 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.



I was anxious about spending a day talking and listening to information about lymphoma but I'm glad I participated. Connecting with others with the same condition and sharing our experiences was helpful.

Live your Life attendee

About Lymphoma Action

Lymphoma Action is based in Aylesbury and currently employs 34 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 2021 annual report and accounts on our website.

What we do

Our services and activities can be broadly grouped as follows:

- **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.
- **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.
- **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.
- **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.
- **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:
[lymphoma-action.org.uk/about-us](https://www.lymphoma-action.org.uk/about-us)

For our recent achievements, please read our
2021 annual report and accounts

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.

Company limited by guarantee registered in England and Wales (03518755).