

Lymphoma
action 

LymphomaMatters

**Health
Information Officer
Recruitment Pack
October 2022**

Inform | Support | Connect

Welcome



Thank you for your interest in the role of Health Information Officer.

This is an exciting time to be at Lymphoma Action as we work to an ambitious plan to develop services and advocate for better treatment and care. We also want to raise the profile of lymphoma and be a voice for people affected by lymphoma so that they can influence the decisions that affect them.

We are a national charity providing information and support to people affected by lymphoma – the fifth most common cancer in the UK, and we currently employ 34 staff and over 340 volunteers.

Reporting to the Director of Services, this new post is crucial to drive forward our work in advocating for better treatment and care – one of our key organisational goals (you can read more about our long-term strategy and goals on our website www.lymphoma-action.org.uk/about-us).

Whilst our head office is based in Aylesbury, we operate a hybrid working policy with many staff splitting their time between home and the office. This is a home-based role, although the postholder may need to attend very occasional meetings in London, and choose to visit the office in Aylesbury, for which travel costs will be reimbursed.

There are many external developments which could impact how lymphoma is diagnosed and treated in the future. Along with the Charity's successes over the last couple of years, this makes it a great time to join our staff team.

Dallas Pounds
Director of Services, Lymphoma Action

 d.pounds@lymphoma-action.org.uk

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

Home-based roles are dependent upon location and access to fast and reliable broadband services.



Your charity doesn't just inform people and their families who are affected by lymphoma but brings people together, so they can share their worries and get support when they need it.

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

- ✔ Ensure that people understand lymphoma.
- 👤 Enable people affected by lymphoma to feel supported by others who understand what they are going through.
- 🤝 Empower people affected by lymphoma and their healthcare professionals to communicate with confidence.
- 📣 Be a voice for people affected by lymphoma to influence the decisions that affect them.
- 💬 Increase the impact of our work by making best use of our resources.

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:	Health Information Officer
Responsible to:	Director of Services
Duration:	Permanent
Location:	Home based
Working hours:	Part-time: 20-25 hours per week
Salary:	£25,000 per annum (pro-rata)

Purpose of the role

To ensure Lymphoma Action remains up to date with the latest health-related information across the NHS and cancer environments, specifically where it is relevant to people affected by lymphoma.

To ensure people affected by lymphoma can access information on clinical trials, as well as working closely with the Policy and Public Affairs Advisor and the Senior Management Team (SMT) to lead on contributions to national guidance, health technology appraisals, and other health policy matters.

Key internal and external relationships

- Director of Services
- Policy and Public Affairs Advisor
- Publications and Communications Teams
- Medical Advisory Board

Main duties

- To provide in-house clinical leadership and health-related knowledge and information about lymphoma and the wider cancer agenda.
- To support colleagues to respond to health-related questions about lymphoma and the wider cancer agenda.
- To work with colleagues to manage the response to significant health-related situations and events which may impact those affected by lymphoma, eg. Covid pandemic.
- Produce health information summaries and recommendation reports for SMT as necessary.
- Contribute to the production of written information as required: blogs, webpages, news articles.
- Working with the Policy and Public Affairs Advisor to lead the submission of relevant Health Technology Appraisals (HTAs) for NICE and SMC on behalf of Lymphoma Action.
- Request, collate, and utilise information and insight from people with lived experience and healthcare professionals to inform HTA responses.

- Work with SMT and the Policy and Public Affairs Advisor to monitor, evaluate, and respond to relevant Government, political, NHS, sector, or media statements and articles, eg. 10-year Cancer Plan.
- To manage the Lymphoma TrialsLink service, ensuring the information is clear, up-to-date and accurate, and that all eligible trials open in the UK are listed (as far as is feasible).
 - To source, summarise, and upload research trials to the webpage
 - To keep the webpage up to date
- Be a point of enquiry for those conducting research and requesting our support.
- To provide monthly management information on Lymphoma TrialsLink.
- To represent Lymphoma Action at relevant external meetings and events, including attending the Medical Advisory Board.

General

- To keep up-to-date with developments and learning in the field of lymphoma and cancer-related information and support.
- To support the marketing and promotion of Lymphoma Action's services, including the TrialsLink service, by providing necessary information and insight to the marketing and communications team.
- To contribute to organisational effectiveness through positive team-working, including providing cover for other team members, as and when necessary and appropriate.
- To be a positive representative for Lymphoma Action, as required.
- To have a flexible approach to working hours, as required.
- To meet with your line manager for the purpose of regular supervision and quarterly performance review.
- To participate in staff training, organisation/team meetings and external events, such as conferences, 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 fulfil any other duties deemed appropriate by the Director of Services, subject to time and commensurate with level of responsibility and salary.



It has been so easy to access the information I need which is presented in both a language and format that is easy to understand.

Person Specification

This is the selection criteria for the 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.

Experience and knowledge

- Experience in and knowledge of medicine, nursing or other related health science.
- Experience of working in a health-related information environment.
- Experience of producing clinical information for a lay audience.
- Experience of managing information services.

Skills and abilities

- Ability to communicate complex clinical information to lay audiences.
- Meticulous approach, accuracy and attention to detail.
- Ability to analyse and make recommendations from new information.
- Ability to work independently and without supervision.
- Good administrative and organisational skills with the ability to prioritise tasks, manage workload under pressure and work to deadlines.
- Excellent communication skills.
- Good computer skills (eg, Microsoft Office suite of programs, CRM, etc).

Qualities

- Commitment to achieving the highest standards in service provision for people with lymphoma and health professional audiences.
- Willingness to take expert advice on board, as well as share own knowledge and skills.
- Willingness to accept Plain English editing of any written work for publication by non-clinical editors.
- Commitment to helping people affected by lymphoma.
- Understanding of the charity position within the wider healthcare environment.

** The job may involve occasional travel throughout the UK for the purpose of attending medical conferences, and/or medical information-related events or training. Some travel to the organisation's head office in Aylesbury, Buckinghamshire, may also be required.*

*** Home-based roles are dependent upon location and access to fast and reliable broadband services.*

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 Lymphoma Action as our Medical Writer, please read the Job Description, including the selection criteria listed in the Person Specification.

- To apply, please submit your **CV and a Supporting Statement**, which needs to evidence how you have gained the skills and experience we are looking for, as per the selection criteria.
- If you have any queries about the application process or about the role, please contact Non Kinchin-Smith, HR Officer, on **jobs@lymphoma-action.org.uk**.
- We actively welcome applications that will help increase the diversity of our workforce, including from those with disabilities, from minority groups and from different backgrounds. Please complete an **Equality and Diversity Monitoring Form**, which will not be seen by the Panel.
- Please email your CV, Supporting Statement and Diversity Monitoring Form to **jobs@lymphoma-action.org.uk** in Word format, not pdf.

The recruitment timetable

Application deadline is Friday 28 October 2022, 12 noon

Interviews will be held on Thursday 3 and Friday 4 November, via Microsoft Teams.

We reserve the right to review applications and schedule interviews on an on-going basis, so early applications are encouraged

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.

Lymphoma is classed as a blood cancer and as such, people with lymphoma, were classified as 'extremely vulnerable' to COVID-19 at the outset of the Coronavirus pandemic. Our role throughout the pandemic has been to support people as much as possible, providing them with emotional support, high quality information on COVID-19 and practical support to reduce anxiety and concern.

For our recent achievements please read our 2021 annual report and accounts on our website.

Our services and activities can be broadly grouped as follows:

- **Website** – www.lymphoma-action.org.uk offering a range of information and support with over two million visitors a year.
- **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 self-management 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.

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 **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: Unit 3, Bell Business Park, Smeaton Close, Aylesbury, Bucks HP19 8JR.
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