

Position Title	Cancer Council 13 11 20 Consultant	Report to	Cancer Support Services Manager
Division & Team	Cancer Information and Support Services (CISS), 13 11 20 team	Location	Subiaco
New position or revision & date	Revised 05/08/2022		

Position Purpose

The 13 11 20 Consultant provides current, accurate, evidence-based cancer information together with emotional support and advocacy to members of the WA community who access Cancer Council 13 11 20. The 13 11 20 Consultant is required to continually develop their communication skills, their knowledge about cancer and psychosocial issues relating to cancer. In addition, the 13 11 20 Consultant liaises with other health professionals across the state, helps to maintain the database of companies and services for appropriate client referral and navigation, and completes accurate and timely data entry as part of the mandatory National Minimum Data Set.

Our Vision

Achieve a cancer-free future for our community.

Our Mission

Cancer Council Western Australia works with our community to reduce the incidence and the impact of cancer.

Our Values

Making a real difference

We seek to have a major positive impact on the lives of all West Australians. We never stop seeking to improve and innovate what we do and are prepared to take risks to achieve breakthrough results.

We do this by living the following values:

- ***Integrity***
We have high standards and we do what we say we will do. We are transparent and consistent in the way we work and relate.
- ***Evidence***
We always seek the most solid foundation of evidence available in every practice we embrace.
- ***Care***
We are passionate about our mission and deeply value our community and each other. We show empathy for those we are here to serve, respect and value our staff and volunteers and do everything we do with great care.
- ***Collaboration***
We actively engage with others and each other to achieve our shared objectives. We create inclusive and empowering connections with and between our stakeholders to build the capacity we need to bring about great change.
- ***Equity***
We work positively with people of different backgrounds, status and education to help them achieve the best possible level of health and wellbeing.
- ***Boldness***
We engage in continuous improvement and innovation and take risks to achieve results.

Key Responsibility Area	Inputs - Key Activities	Outputs - What is expected/end result	Measures - How it is measured
Operational			
Cancer Information	Provision of evidence-based information regarding all aspects of cancer and psychosocial care.	<p>Effective communication is provided to callers to 13 11 20.</p> <p>A person's supportive care needs are identified and discussed.</p> <p>The level of quality, competence and consistency of service delivery is maintained through continuous evaluation of and development of skills using call review to ensure the development of communication skills.</p> <p>Information about Cancer Council events, health education programs, professional development programs, campaigns, and screening programs is appropriately provided.</p> <p>Improvements in the level of evidence based service to clients, other staff members, and volunteers.</p>	<p>Consultant demonstrates an understanding of the need for effective communication skills across all points of a cancer journey.</p> <p>Satisfactory completion of at least four formal call evaluations per year demonstrating an increase in the capacity to effectively communicate with callers to 13 11 20 and assess and address their needs.</p> <p>Attendance at the PaSCE Communication Course and re-attendance every two years.</p> <p>Documented attendance at no less than 10 CISS-organised, clinical update sessions per year.</p> <p>Documented attendance at no less than 20 hours of professional development per annum.</p>
Psychosocial Support	Provision of psychosocial support through judicious use of assessment, communication, and referral skills and response to cues.	<p>Effective one-on-one emotional support is provided to people affected by cancer by telephone, face to face, or email.</p> <p>A quality of service for clients is maintained and the well-being of staff is safeguarded.</p> <p>High level therapeutic communication skills are continually developed.</p> <p>A person's psychosocial needs are</p>	<p>Satisfactory completion of at least four formal call evaluations per year showing an increase in the capacity to provide effective and appropriate psychosocial support.</p> <p>CSS Manager is satisfied that Consultant knowledge and awareness of psychosocial services is maintained</p> <p>Attendance at required professional development, training and refresher</p>

		<p>identified and discussed and early recognition of people of who may be at risk of increased distress is in place.</p> <p>Appropriate referrals to psychosocial services are made for people in Western Australia affected by cancer.</p> <p>Processes which enable practical support for people affected by cancer are effectively facilitated.</p>	<p>sessions, particularly Distress Thermometer, Communications, and management of suicide ideation.</p> <p>Demonstrated understanding of the key risk factors that increase the likelihood of psychosocial distress.</p> <p>Consultant assesses a caller's level of distress for every call received and, using the Problem List, correctly documents the individual's needs across the five biopsychosocial domains – physical, family/social, emotional, spiritual and practical.</p>
<p>Data management</p>	<p>Participation in recording contact details ensures quality data is input to the CCWA CRM (Aptify).</p>	<p>Accuracy, timeliness, and relevance of information recorded, reflects effective and efficient delivery of supportive care.</p> <p>Quality and consistency of information necessary for organisational decisions and national minimum dataset management is maximised.</p> <p>The resource databases and supporting files are maintained and updated.</p> <p>Data is collected and input, as required, for CCWA approved research projects.</p>	<p>Attendance at training sessions regarding updates or changes to National Minimum Data Set and ongoing monitoring of performance and appropriate skills adaptation to the changes.</p> <p>CSS Manager is satisfied that information is effectively captured in Aptify with continuous data capture improvements identified in monthly data extractions.</p> <p>Participation in six-monthly National Minimum Dataset audits, including Quality Assurance assessment, and satisfactory performance in all categories.</p> <p>Client documentation and personal details are appropriately and safely stored. Client privacy is respected at all</p>

			times.
Collaborating with improvements or new initiatives	Collaboration and involvement in review and improvement of current initiatives or development and implementation of new initiatives within the 13 11 20 program or the Community Support Services team.	<p>Effective and efficient delivery of supportive care is maximised.</p> <p>Improvements in the level of support provided to clients, the community and the organisation.</p>	<p>A constructive role is demonstrated in collaborative discussions about the benefits of any changes to, or introduction of, initiatives and the most appropriate processing required to action the change.</p> <p>Informal/formal training for any changed/new initiative is attended.</p> <p>Constructive feedback relating to the implementation of any changed or new initiative is provided.</p>
Relationship Management			
Health Professional Liaison	Liaison with a range of health professionals to ensure people affected by cancer can access appropriate community services.	<p>Referrals to external bodies are effective, accurate, and appropriate.</p> <p>Communication and interaction is maintained with key cancer service providers.</p> <p>Client advocacy is in place as required.</p> <p>Expert knowledge and clarification of new or unknown cancer-related issues is accessed as required.</p>	<p>Assistance is provided with the delivery of information presentations to health professionals and community organisations.</p> <p>Regular interaction and relationship management is in place with individually assigned key stakeholders.</p> <p>Knowledge and awareness of external services is maintained.</p>
Occupational Health and Safety			
	<p>All team members are trained in all relevant Occupational Health and Safety processes relevant to their position</p> <p>Appropriate personal protective equipment is used at all relevant times</p> <p>Any situation, event or incident that is in</p>	<p>Attendance at required OHS training</p> <p>PPE worn correctly at all times</p> <p>Hazards & Accidents reported</p>	<p>No Lost Time Injury.</p> <p>The workplace is maintained in a safe condition 100% of the time.</p>

	breach of Occupational, Health and Safety policies or procedures is identified and reported and corrective actions implemented where appropriate		
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Selection Criteria	Essential	Desirable
Experience in required industry and or position		
Tertiary qualification in a health-related field (e.g nursing, allied health, social work) and current registration with nationally recognised peak body	X	
Experience in client psychosocial assessment over the telephone with appropriate problem-solving and analytical skills to provide immediate support and appropriate referral in relation to client need	X	
Understanding the needs of cancer patients and communities	X	
Knowledge about cancer prevention, screening, risk factors and early detection	X	
Ability to translate complex medical information simply	X	
Post-graduate counselling or communication skills training and experience		X
Ongoing practice in a clinical setting		X
Experience in Motivational Interviewing/behavioural change coaching		X
Minimum of two years' postgraduate experience in oncology or palliative care speciality		X
IT skills		
High level of computer skills with competency in Microsoft Office Suite and databases	X	
Other skills		
Well-developed communication and interpersonal skills	X	
Problem-solving and analytical skills to facilitate appropriate assessment of callers	X	
Abilities		
Ability to utilise an evidence-based approach to practice	X	
Demonstrated ability to work as part of a multidisciplinary team as well as the ability to work independently	X	

Licenses or Security Clearances		
Current Police Clearance	X	
CCWA Values		
Demonstrated understanding of and commitment to the values of Cancer Council WA	X	
Positive approach to the workplace	X	