

Position Title	Statewide Cancer Support Coordinator	Report to	Cancer Support Services Manager
Division & Team	Cancer Information and Support Services	Location	Bunbury
New position or revision & date	Revision August 2024		

Position Purpose

The Statewide Cancer Support Coordinator provides evidence-based psychosocial care and support to cancer clients and their family, through assessing their needs and referring them to appropriate Cancer Council WA (CCWA) and other community support services. This role is integral to building awareness of CCWA services and maintaining CCWA's presence in the community.

Our Vision	Achieve a cancer-free future for our community.
Our Purpose	Cancer Council Western Australia works with our community to reduce the incidence and the impact of cancer.
Our Values	<p><i>Making a real difference</i> 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.</p> <p>We do this by living the following values:</p> <ul style="list-style-type: none"> • <i>Integrity</i> 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. • <i>Evidence</i> We always seek the most solid foundation of evidence available in every practice we embrace. • <i>Care</i> 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. • <i>Collaboration</i> 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. • <i>Equity</i> We work positively with people of different backgrounds, status and education to help them achieve the best possible level of health and wellbeing. • <i>Boldness</i> 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
Program Delivery			
	<p>Coordinate the delivery of evidence-based psychosocial support services and programs in accordance with CCWA policies and procedures and ensure they continue to meet the needs of clients.</p>	<p>Judicious use of assessment, communication, and referral skills and response to cues.</p> <p>Effective delivery of evidence-based cancer information and emotional support is provided to people affected by cancer by telephone, face to face, or email.</p> <p>A high 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 identified and discussed and early recognition of people of who may be at risk of increased distress is in place.</p> <p>Working in partnership with clients to develop a support plan and appropriately refer to psychosocial services.</p> <p>Collect appropriate data as per CCWA and National requirements and regularly evaluate and report on program activity.</p>	<p>Satisfactory feedback from client evaluation surveys and other key stakeholders; regular practice audits.</p> <p>Attendance at required professional development.</p> <p>Demonstrated understanding of the key risk factors that increase the likelihood of psychosocial distress.</p> <p>Timely assessment of a client's level of distress using the Problem List and accurately documenting the individual's needs.</p> <p>Timely referrals to appropriate cancer support services.</p> <p>Accurate and complete data entry; comprehensive and professional reporting.</p>
	<p>Collaboration and involvement in review and improvement of current programs and development and implementation of new</p>	<p>Effective and efficient delivery of supportive care is maximised.</p>	<p>Feedback from client evaluation surveys and key stakeholders demonstrate high</p>

	initiatives under the guidance of the Cancer Support Services Manager.	Continuous improvement of support provided to clients, the community and the organisation.	level of satisfaction and client needs are being met. Constructive feedback relating to the implementation of any changed or new initiative is provided.
	Improve awareness of CCWA services and maintain presence in the community.	Develop and maintain close working relationships with key stakeholders in the sector, including Government, NGO's, health professionals, community groups and consumers as well as nationally with other Cancer Councils.	Feedback from key stakeholders reflects increased awareness of CCWA services.
Volunteer Management and Coordination			
	Assist Centre Coordinator with volunteer management or in the absence of a Centre Coordinator - work with the People and Culture team to recruit, onboard and support volunteers where these programs exist in service areas.	Recruitment of volunteers in consultation with the People and Culture team. Assist with training and support of volunteers. Ensure accurate data entry and evaluation of volunteer activities.	Volunteers have been recruited in accordance with CCWA policies. Volunteers report they are well supported. Regular reporting and evaluations are completed.
Relationship Management			
	Establish and maintain effective working relationships with internal and external stakeholders.	Effective professional relationships are developed and maintained with internal and external contacts.	Feedback from key stakeholders demonstrates a positive and constructive relationship with CCWA.
	Represent Cancer Council WA at appropriate meetings, seminars and other events.	Effective professional relationships are developed and maintained with internal and external contacts.	A professional image is conveyed in public forums.
Work Health and Safety			
	All team members are trained in relevant Work, Health and Safety processes relevant to their position.	Attendance at required WHS training.	No Lost Time Injury The workplace is maintained in a safe condition 100% of the time

	<p>Appropriate personal protective equipment is used at all relevant times.</p> <p>Any situation, event or incident that is in breach of Work, Health and Safety policies or procedures is identified and reported and corrective actions implemented where appropriate.</p>	<p>Personal Protective Equipment worn correctly at all times.</p> <p>Hazards & Accidents reported.</p>	
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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 with appropriate problem-solving and analytical skills	X	
Understanding the needs of cancer patients and communities	X	
Knowledge about cancer prevention, screening, risk factors and early detection		X
Post-graduate counselling or communication skills training and experience		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		
Strong interpersonal skills, with well-developed relationship management and communication skills	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		
National Police Clearance	X	

Current WA Driver's Licence	X	
CCWA Values		
Demonstrated understanding of and commitment to the values of Cancer Council WA	X	
Positive approach to the workplace	X	