

Leukaemia Care
YOUR Blood Cancer Charity

Regional Coordinator Central England



www.leukaemiacare.org.uk

WHO WE ARE, AND WHAT WE DO

Leukaemia Care is the UK's leading leukaemia charity. For over 50 years, we have been dedicated to ensuring that everyone affected receives the best possible diagnosis, information, advice, treatment and support.

We are here for everyone affected by leukaemia and related blood cancer types – such as myelodysplastic syndromes (MDS) and myeloproliferative neoplasms (MPN).

We provide information, advice and support for anyone affected, this includes patients and their friends and families too. We raise awareness of the issues impacting people affected by leukaemia, MDS and MPN, and campaign to fix them. We are driving early diagnosis, raising public awareness, improving services and ensuring access to effective treatments.

How do we do this? We have a wide-range of services aimed at patients and their loved ones from diagnosis and beyond. Our support services range from nurse-led helplines, support groups and free-of-charge medical information to access to paid counselling, grants for those feeling the financial strain of a diagnosis and providing buddies so people always have somebody to talk to who have experienced something similar to them. [We encourage you to have a read of our website](#) and find out all the ways we support from diagnosis and beyond.

Crucial to our work is raising awareness of leukaemia as a blood cancer and the importance for early diagnosis. Leukaemia can be difficult to spot as the symptoms are similar to many other common conditions. Unfortunately, most people are not aware of the signs of leukaemia and this leads to diagnosis being delayed, which can worsen outcomes for patients.

As well as working to educate the general public through our #SpotLeukaemia campaign, we are working closely with our colleagues working in front line medical services to ensure they have the most up-to-date information on diagnosing leukaemia. We know that by raising awareness and working to educate health care professionals, we can save lives and improve outcomes.

Job title: Regional Coordinator Central England

Hours: Full-time (Equivalent to 37.5 hours a week), in line with our flexible working policy.

Remuneration: £20,000 per annum pro rata (up to £25,500 depending on experience).

Type of contract: Fixed term contract for 3 years (with possibility for a permanent role).

Location: Flexible but with at least two days a week to be worked from the charity's offices at One Birch Court, Blackpole East, Worcester, WR3 8SG.

Report to: Patient Services Manager.

Works closely with: Senior Officer, Digital Officer, Communications team, and the Regional Coordinator team.

Overview

This is an excellent opportunity if you wish to develop your career in patient support and services. Any necessary training will be provided for the successful candidate. You should be proactive, enthusiastic and excited about becoming part of a team looking to develop and implement the charity's plans for the patient service team.

You will be based in the Worcester office two days per week to provide administration support for our virtual support groups.

In addition, three days per week you will provide a regional presence on behalf of Leukaemia Care. The focus is on managing all activities within your region (e.g., support groups), identifying local opportunities; raising awareness of our services with healthcare professionals caring for leukaemia patients and individuals affected by leukaemia.

This will be primarily in hospital Haematology outpatient clinics and on Haematology wards but may also be at cancer centres and Macmillan pods.

Use of own car is essential for this role with travel expenses paid when working in your region (not on office days). A laptop and mobile phone will be provided, along with patient resources and conference equipment.

Duties and responsibilities

By working with the Patient Services Manager:

1. Develop and implement Leukaemia Care patient services initiatives which underpin the strategic plan.
2. Work with the Patient Services team to support those affected by leukaemia, MDS and MPN.

National Duties (office based)

1. Oversee Virtual Support groups including set up of all groups and general administration including liaising with communications team.
2. Assist the Patient Services Manager with the logistics of setting up face-to-face support groups.
3. Work with the Patient Services Manager to prioritise hospital visits for the wider team throughout the UK.
4. Work with Volunteer Coordinator when additional support is needed for the patient services team, to facilitate volunteer involvement across the regions.
5. Work with the wider Regional Coordinator team to gain information relating to the UK regional activity.
6. Provide database reports for Patient Services Manager and Senior Officer relating to Support groups.

Manage Regional Activities – Central England

- 1. Manage all activities within your region (e.g. support groups) – with direct responsibility for regional KPIs.**
- 2. Represent Leukaemia Care at our in person and online support groups ensuring members are aware of our services and how to access them.**
- 3. Work with the wider Patient Services team to plan support groups in advance (e.g. venue, speakers, logistics, catering).**
- 4. Provide support to existing support group facilitators who may be Haematology nurses or volunteers who are themselves patients.**
- 5. Identify and evaluate the need for a new support group and facilitate their set up – these could be online, in person or a hybrid.**
- 6. Encourage support group members to become involved in our Spot Leukaemia campaign (particularly in September for Blood Cancer Awareness Month).**

Service Awareness

- 1. Build relationships with healthcare professionals in your region – e.g. consultant haematologists, clinical nurse specialists and haematology nurses - in order to promote the charity's services for patients and healthcare professionals.**
- 2. Promote our healthcare professional training - such as nurse forums and our Nurse Academy.**
- 3. Identify and evaluate the need for a Leukaemia Care hospital support worker in your region, working with the Patient Services Manager to implement.**
- 4. Represent Leukaemia Care at our patient and carer conferences and at non-Leukaemia Care events (at the request of the Patient Services Manager).**
- 5. Check our patient information booklets are displayed within in haematology outpatient clinics, hospital Haematology wards, cancer centres and Macmillan pods in order to promote the charity's services for patients and healthcare professionals.**
- 6. Take orders for Leukaemia Care patient information booklets as necessary and forward to the office for dispatch.**

Work with the Leukaemia Care Staff

- 1. Liaise with the Communications teams to identify patient stories to help raise external awareness of the charity and our services.**
- 2. Liaise with the Patient Advocacy Team in identifying campaigning and advocacy issues presented by patients and carers.**
- 3. Work with the Communications Team to identify and develop content for the Patient Advocacy pages of the Leukaemia Care website.**
- 4. Work with the Communications Team in identifying and developing content for Leukaemia Matters magazine, website and other Leukaemia Care**

publications.

5. Liaise with the Volunteer Coordinator on any volunteers located within their region ensuring they feel supported in their role

Planning

1. Work with the team to organise a schedule, plan and calendar for each event and activity.
2. Liaise with the Communications team to develop communication and promotional materials.
3. Assist with enquiries over the phone and by email.

Analysis and Impact

1. Analyse the impact of our activities and effective methods, using agreed metrics.
2. Report on the progress of the activities internally, including recommendations and areas of improvement.
3. Understand and consider where each project fits within the wider programme of work.

Other

1. Provide regular reports on your work and against your KPIs to your line manager.
2. Represent Leukaemia Care at external events (at the request of the Patient Services Manager).

General

In addition to the specific duties and responsibilities outlined in this job description, all Leukaemia Care employees should be aware of their specific responsibilities towards the following:

1. Uphold the values of the charity and to not behave in a manner that is likely to bring the charity into disrepute.
2. Adhere to all health and safety and fire regulations and to co-operate with the charity in maintaining good standards of health and safety.
3. Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.

This job description is not exhaustive. It acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

Person specification

Criteria	Essential	Desirable	How assessed
Skills/Abilities	<p>Excellent organisational and time management skills.</p> <p>Excellent communication, presentation and listening skills.</p> <p>Committed to supporting patients, carers and family members.</p> <p>Ability to work unsupervised.</p> <p>Able to carry out office administration tasks as part of role.</p> <p>Full UK driving license.</p>	An understanding of blood cancers.	CV and interview
Knowledge and understanding	<p>Extremely IT literate (MS Office, Teams, GoogleDocs, Zoom).</p> <p>Local services that may be relevant to blood cancer patients.</p>	<p>Leukaemia, myeloproliferative neoplasms, myelodysplastic syndromes and the impact of a diagnosis.</p> <p>Scientific Experience Knowledge of hospital frameworks.</p> <p>Cancer patient support.</p> <p>Raisers Edge database.</p>	CV and interview
Qualifications, training and education	Degree (2.1 or 1st preferred) and/or relevant professional qualification or experience.	<p>Healthcare background.</p> <p>Community Support.</p>	CV and interview

Experience	<p>Working remotely from home or in the community.</p> <p>Sales/promotion of services.</p>	<p>Working in the charity sector, or with cancer patients and their families.</p> <p>Using the Raiser's Edge database.</p> <p>Liaising with healthcare professionals.</p>	CV and interview
Other requirements	<p>A good team player - able to link in and work well with a range of people within the organisation.</p> <p>Ability to manage own workload.</p> <p>Able to work flexibly to meet the needs of the role with sufficient notice.</p> <p>High levels of motivation, when working alone or with a team.</p> <p>Ability to problem solve.</p> <p>Ability to learn quickly.</p>		CV and interview

Why it's great to work at Leukaemia Care

As well as the satisfaction of knowing you improve the lives of people with leukaemia, blood cancer, we also offer the following:

1. Pension scheme with NEST - we will match employee contributions up to 7% of qualifying earnings.
2. Life Assurance (also known as death in service benefit) of four times annual salary.
3. Employee Assistance programme.
4. Cycle to work scheme.
5. Enhanced sick pay (as set out in our staff handbook).
6. Bereavement leave of up to three days paid leave should the need unfortunately arise.
7. Five "duvet days" – a proportion of annual leave that can be taken with no advance notice, subject to work commitments, to support mental health.
8. Eye tests and glasses contribution.
9. Flu jab for all employees who are ineligible to receive a free one on the NHS.
10. Annual leave of 33 days including 8 bank holidays, rising by 1 day for each complete year of service up to a maximum of 36 days (for full-time staff, pro-rata for part-time staff).
11. Additional discretionary annual leave between Christmas and New Year.
12. Free onsite parking at our offices in Worcester.
13. Headspace subscription.
14. Induction training and ongoing training to help you deliver your role.
15. Staff social events – in person and online to ensure all employees have an opportunity to get involved.
16. A staff representative that employees can confidentially feedback to about any issues or concerns.

We will also ensure that you are supplied with the right equipment for the job and to work safely - this may include a laptop and mobile phone, as well as equipment to make your working day as comfortable as possible. If the job requires it, we also reimburse pre-approved travel expenses.

How to apply

You can apply online via our Charity Jobs listing or you can email your CV along with a cover letter to jobs@leukaemiacare.org.uk outlining your suitability for the role.