



Appointment of Ovacome Support and Information Services Officer

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ABOUT US: OVACOME BACKGROUND

Ovacome was founded by Sarah Dickinson in 1996. Sarah found it extremely difficult to find any information after she was diagnosed with ovarian cancer and during her treatment. She was determined that other people should not have to experience what she had, and so she created a community of those affected by ovarian cancer. Sarah wanted others diagnosed and their loved ones to be able to access clear, reliable information and support. The work we do today still reflects her vision.

Ovacome is the UK's national ovarian cancer support charity. We have been providing free information and support to anyone affected by ovarian cancer since the charity was formed in 1996 by ovarian cancer patients themselves.

Our core services currently include: A support line, available via telephone, email, or online instant web chat, an anonymous 24-hour online support forum, PIF TICK accredited information booklets in print, or digital format, monthly virtual and in-person peer support groups, monthly clinical talks and webinars by medical and health professionals, online workshops, including crafts, exercise and yoga to promote relaxation, wellbeing and friendship, Health and Wellbeing days across the UK with talks and workshops on issues like fatigue and peripheral neuropathy, exercise pre-and-post surgery, dietetics, and bowel management, and a magazine two times a year full of up-to-date information.

We are very active in raising public awareness and educating healthcare professionals about the signs and symptoms of OC, to improve outcomes for those affected. Since 2014, we have trained over 11,000 medical students and clinicians who work in gynaecology oncology through our Patient Experience in Practice programme.

We advocate for OC patients to NHS decision makers, the clinical cancer community and politicians. We are inspired and guided in this by the Ovacome community and our 5,500+ members.

Our services have been recognised through a number of national award nominations as excellent; we were shortlisted in the top 3 UK Health Charities in the 2022 Civil Society Charity Awards for our work to reduce health inequalities in OC treatment and support. We were also recognised as the BBC 4 All in the Mind national awards for our work towards improving mental health and reducing isolation for those diagnosed with OC.



ovarian cancer

We are at an exciting point in the growth of the charity. We have expanded our service provision over the last few years and continue to innovate in the delivery of cancer support.

ROLE DESCRIPTION

Ovacome Support and Information Services Officer, reporting to the Programmes Manager

We are looking for someone who is passionate about supporting those affected by ovarian cancer through a people-centered approach. You must be experienced in providing support services, well-organised and approachable. We have embedded our health equalities work stream across our organisation, so you must be committed to an inclusive approach across all your work. You will be an important member of our staff team, contributing to positive and constructive engagement with our community. We will provide you with training and supervision to support you to develop professionally within this role and to maintain a healthy work/life balance.

Pay scale: £29,899 – £33,668 per year (full time), pro-rata if part time. All our salaries are benchmarked based on the requirements of the Role Description and comparable roles in the charity sector. Salaries are subject to an annual review; we also award an annual cost of living increase.

Hours: 21 hours (part time) to 35 hours (full time) per week. We can offer flexibility around core operational hours to accommodate caring responsibilities. Core hours of work are between 8.30am to 5.30pm. Wednesday is a core working day.

Location is either:

- Home-based with an appropriate working space where confidentiality can be assured. Lives within the UK.

Or

- In our London office, this option attracts an additional payment.

In both scenarios you must be able to attend bi-monthly meetings in London and undertake occasional travel in the UK for meetings and support events.

Contract type: Permanent

JOB DESCRIPTION

You will work within the support team in providing the first point of contact for all support enquiries to Ovacome, via telephone, email, instant chat, and social media channels.

You will provide information and support on a wide range of ovarian cancer issues, including broader issues around living with cancer, ensuring that all information is evidence based and up-to-date.

You will assist in the moderation of the My Ovacome support forum and provide information where required to members.

You will assist in keeping the Support Services information on the Ovacome website up-to-date.

You will keep full, accurate, contemporaneous records of all enquiries following Ovacome policies

and procedures, including confidentiality and data protection. You will maintain and update records on the Ovacome database.

You will assist in the organisation and facilitation of Ovacome groups as required.

You will maintain knowledge of clinical and research developments in ovarian cancer through relevant journals, attending conferences and liaison with healthcare professionals.

You will assist with the production of reports as required.

You will participate in regional support events as required, liaising with local services prior to the event.

You will contribute to the Ovacome information resources and work with other members of the Ovacome to produce content that is of interest to our community.

You will work with the support team to identify common questions and themes from our service users so that we can proactively meet the needs of the wider community.

You will assist with writing and updating our Information booklets and resources to agreed standards (PIF Tick) and following agreed processes.

PERSON SPECIFICATION

You should be able to demonstrate and provide evidence of your ability to meet the criteria listed. These will be tested further at the interview stage.

	Essential	Desirable
Minimum one year's experience of working in a supportive role with a vulnerable client group	✓	
Compassionate, empathetic and non-judgmental approach to all service users	✓	
Excellent self-management skills to limit stress and maintain work-life balance	✓	
Experience of providing support through a variety of channels	✓	
Demonstrable understanding of health information and medical terminology	✓	
Demonstrable understanding of the UK healthcare system	✓	
Demonstrable understanding of the impact of ovarian cancer for those diagnosed and their families	✓	
Commitment to reducing barriers to service access for underserved people	✓	
A broad knowledge of voluntary and statutory sector services for people living with cancer	✓	
Confident communicator with excellent standard of both written and verbal English	✓	

Ability to explain complex information clearly and understandably to a variety of audiences	✓	
Proficiency using MS Office applications and experience of using databases	✓	
Excellent attention to detail and competent in administration/data recording	✓	
Evidence of commitment to maintaining continued professional development	✓	
Self-motivated and proactive, with the ability to work as part of a team	✓	
Willing to travel within the UK and work occasional out-of-hours (weekends, outside 9am-5pm – TOIL will be given)	✓	
Experience in a clinical or social care setting		✓
Demonstrable experience of working with a wide range of stakeholders and organisations		✓
Experience of facilitating support groups		✓
Demonstrable experience of writing healthcare information for various audiences		✓
Experience of PIF tick or other information standard accreditation processes		✓
An understanding of ovarian cancer diagnosis and treatment pathways		✓
Demonstrable understanding of clinical research processes		✓

HOW TO APPLY

For further details, or for any questions please contact: Liz Waters, Programmes Manager on 0207 2996654.

To apply: please send your CV and a supporting statement (of no more than two sides of A4) clearly outlining why you are interested in the role and how you meet the person specification to ovacome@ovacome.org.uk

Closing Date for applications: We advise you to submit your application as soon as possible. We will be interviewing on a rolling basis and will recruit as soon as we find the appropriate candidate.

There will be a two-stage interview process.