



**SarcomaUK**

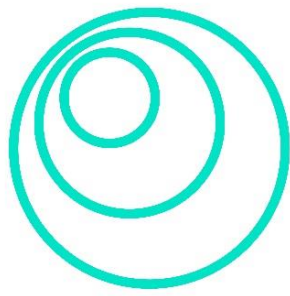
The bone & soft tissue  
cancer charity

## Application Pack

## Support Line Advisor



June 2022



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Dear Candidate

**Post: Support Line Advisor**

Thank you for your interest in this position. To apply, please complete the application form and equal opportunities form, and email to [jobs@sarcoma.org.uk](mailto:jobs@sarcoma.org.uk). CVs won't be considered.

The closing date for applications is **12pm Tuesday 12 July 2022**. Interviews will be held on **Tuesday 19 July 2022**, via Zoom video call.

Prior to an interview, we ask candidates to include their gender pronouns in their application form<sup>1</sup>. The option to request someone of the same sex to be present at the interview is also welcomed.

We take every step to make our recruitment process as accessible as possible for applicants. If you require any reasonable adjustments for any part of the interview or application process, please specify in the application form.

Information about our work is available on our website: [www.sarcoma.org.uk](http://www.sarcoma.org.uk) and through our social media channels. If you have any questions regarding this post, please contact [supportline@sarcoma.org.uk](mailto:supportline@sarcoma.org.uk).

I hope that you will consider applying for this exciting and important role at Sarcoma UK, joining us in our work to transform the landscape for sarcoma.

Yours sincerely

Richard Davidson – Chief Executive

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<sup>1</sup> Why we do this: <https://www.lawsociety.org.uk/topics/hr-and-people-management/using-pronouns-in-the-workplace>



# Sarcoma UK

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## What is sarcoma?



Sarcomas are uncommon cancers that can develop anywhere in the body, including the muscle, bone, tendons, blood vessels and fatty tissues.



15 people are diagnosed with sarcoma every day in the UK.



There are around 100 different subtypes of known sarcoma.



A key symptom of sarcoma is a lump that is increasing in size, often quickly.

**Sarcoma UK is a national charity that funds vital research, offers support for anyone affected by sarcoma cancer and campaigns for better treatments.**

🐦 @Sarcoma\_UK

📷 @Sarcoma\_UK

📘 uk.sarcoma

[sarcoma.org.uk](http://sarcoma.org.uk)



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## ABOUT SARCOMA UK

Sarcoma UK is the only cancer charity in the UK focusing on all types of sarcoma.

### *Our vision*

Where everyone affected by sarcoma cancer has the treatment, care and support they need.

### *Our long-term vision*

All people with sarcoma will be diagnosed earlier, have better experiences and live longer lives with less long-term effects.

### *Our mission*

To ensure everyone affected by sarcoma receives the best treatment, care, information and support available and to create the treatments of the future.

### *What we do*

- Drive awareness of sarcoma cancer.
- Find answers through funding sarcoma research.
- Provide information and support to anyone affected by sarcoma cancer.
- Campaign for better treatments and to improve standards of care.

### *Our goals*

- More people will survive sarcoma.
- More will be known about the causes of sarcoma.
- Everyone affected by sarcoma will have access to the best treatment and care.



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## OUR VALUES

### ***Community***

We bring together everyone affected by, or with an interest in sarcoma into one strong, caring and mutually supportive sarcoma community. We are seen as a lifeline by some. We seek to inspire everyone in the sarcoma community to achieve our mission.

### ***Expert***

We use best practice in everything we do, ensuring that our work is accurate and informed by expert sources. We aspire to professional excellence to maximise impact.

### ***Dynamic***

We are a young charity that seeks to transform the sarcoma community through a dynamic and flexible team ethic.

### ***Impact***

We constantly monitor the impact of our work, making sure it meets the needs of our stakeholders and that our supporters' funds are used effectively.

### ***Creativity***

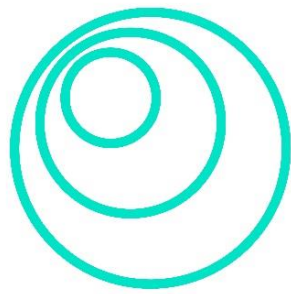
We push boundaries and seek new and creative ways to deliver our work to maximise its impact.

### ***Partnership***

We work collaboratively and in partnership with other organisations, healthcare professionals, scientists and researchers, both in the UK and overseas, to achieve our objectives.

### ***Integrity***

We are transparent in our work, and put patients and their needs at the heart of everything we do.



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## **Equality, Diversity and Inclusion Statement**

**Sarcoma can affect anyone. That's why we fund vital research, campaign for better treatments and offer support for everyone.**

We know that we have more work to do to make Sarcoma UK more representative of all the people affected by sarcoma. That's why we want to hear from you whatever your gender identity or expression, sexual orientation, religion, ethnicity, age, neurodiversity, disability status, economic background or any other aspect which makes you unique.

Being part of Sarcoma UK means that your uniqueness will help bring about a world where fewer people are affected by sarcoma.

And that's a win for everyone.





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## **Support Line Advisor**

The successful applicant will work closely with the Support Line Manager and team to deliver support for anyone affected by sarcoma. The post holder will be part of a growing Support Line team and be part of the continued expansion of the service as we grow in exciting new directions in 2022/23. This is an ideal role for someone who wants to expand their knowledge and experience in a role that can make a real impact for people affected by sarcoma and their families.

Information and support for those affected by sarcoma is at the heart of our charitable objectives. Thanks to the amazing generosity and support of the sarcoma community, Sarcoma UK's profile and influence has grown significantly in the past four years. This has enabled us to grow our Information and Support Services.

### **Support**

In February 2016 we launched our nurse-led Support Line. We have answered over 13,000 queries from patients, carers, family members, friends, and health professionals. We are independent and confidential, offering time and a listening ear, and help people to find the right answers for them. We help regional and national peer support groups to run effectively across the UK. These groups offer a lifeline to people affected by sarcoma. We offer annual grants to each group, attend group meetings to give presentations, provide speakers and give support and advice to group leaders.

### **Information**

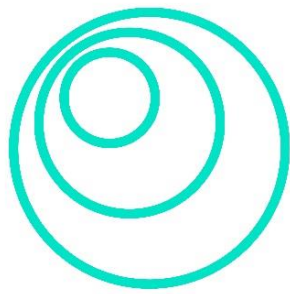
Sarcoma UK provides health information to those affected by sarcoma, their families and friends. Our range of patient guides cover diagnosis, treatment, rehabilitation and many other issues faced by those affected by sarcoma. Our information is very well received by patients and health professionals.



In March 2018 we launched the Sarcoma Clinical Trials Hub on our website. It is an accessible way for the sarcoma community to find out about sarcoma clinical trials in the UK.

Sarcoma UK aims to produce the highest quality information for the sarcoma community. We work in line with NHS England's certification scheme, The Information Standard, to ensure the information we produce is clear and reflects the most up to date clinical guidance. We involve sarcoma experts and people with personal experience of sarcoma as reviewers of our information to ensure our information is accurate and relevant to our target audience.





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## Job Description

### **Support Line Advisor**

- Salary: £29,000 - £32,000 p.a. depending on experience
- Hours: Full-time (37.5 hours per week)  
Covering four Support Line shifts. Most weeks the shifts will be fixed, but some flexibility to cover annual leave will be required.
- Location: Home based. The post holder will be required to come to the office occasionally for meetings (Angel, London EC1V)
- Reports to: Support Line Manager
- Benefits:
- Flexible working
  - Up to 5% matched contribution to Sarcoma UK pension scheme
  - Sarcoma UK life insurance scheme
  - 25 days holiday entitlement per annum plus bank holidays, the working days between Christmas and New Year and your Birthday
  - Interest-free season ticket and bicycle loan
  - Monthly clinical supervision and one to one therapy sessions if required

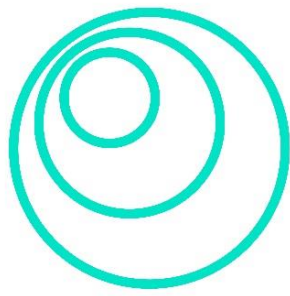
### **Job purpose:**

The purpose of the role is to provide expert support and information to people affected by sarcoma through the effective delivery of Sarcoma UK's confidential Support Line service.

## Duties and key responsibilities

### **1. Support and Information**

- To deliver the Sarcoma UK Support Line, a confidential telephone and email support and information service for anyone affected by sarcoma. This includes:
  - Providing individual information and support to service users on sarcoma and related issues, by telephone, email and other media as the service develops.
  - Adhering to quality standards, confidentiality, Sarcoma UK policies and the standard operating procedures of the Support Line.
  - Under direction from the Director of Research, Policy and Support and Support Line Manager, contribute to Sarcoma UK's social and other media as appropriate.



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- To provide clinical input to the development of the charity's information materials including the revision of existing information materials and the development of new information products.
- To provide input to the clinical content of the charity's website.
- To raise awareness of the charity's information and support services within the health professional field.
- To contribute sarcoma knowledge and clinical expertise across all the charity's programmes.

## **2. Maintain Professional Knowledge**

- Keep up to date with treatment and care of sarcoma through research and review of publications, horizon scanning, and attending study days and conferences, and disseminate this information within the charity.
- Adhere to the standards of good practice outlined in the AHP / NMC professional code of conduct, or relevant professional body's standards.
- Maintain professional registration and compliance with revalidation requirements ensuring ongoing clinical education and professional development.
- Attend mandatory clinical supervision sessions.

## **3. External Relationships**

- To maintain positive relationships with key Sarcoma UK stakeholders including sarcoma patients, family members/carers and support group leaders.
- To develop and maintain contact with sarcoma specialist healthcare professionals, including clinicians, specialist nurses and allied health professionals who have reviewed our information materials.

## **Other**

- To support new work within the information and support team.
- The role will require some travel to meetings and events throughout the UK and occasionally overseas.
- Attend Sarcoma UK events and take part in Sarcoma UK's wider work.
- Occasional weekend or evening work may also be required and time off in lieu will be given.



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- The post holder will be working in a developing environment and will therefore be required to undertake other appropriate duties as necessary for the efficient operation of Sarcoma UK.



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## Person Specification

	Essential	Desirable
<b>Education, Training, Qualifications</b>	<p>Nurse/Allied Health Professional with current professional body registration.</p> <p>Evidence of continuing education &amp; professional development relevant to the level of the role.</p> <p>Can demonstrate a high level of communication skills.</p>	<p>Good working knowledge of sarcoma and its treatment.</p> <p>Post registration qualification in oncology, chemotherapy or palliative care.</p>
<b>Experience / Knowledge</b>	<p>Broad post- registration experience with relevant experience in oncology, palliative care, orthopaedics or equivalent.</p> <p>Experience of providing individual support and information to patients and their families.</p>	<p>Experience of support line / helpline working.</p> <p>Experience of producing patient information.</p> <p>Experience of giving presentations at conferences or study days.</p> <p>Experience of using Raiser's Edge or a similar CRM database.</p>
<b>Skills and abilities</b>	<p>Able to demonstrate excellent interpersonal skills.</p> <p>Ability to use information technology including Microsoft Office.</p> <p>Able to clearly communicate complex health information via the telephone and in</p>	



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	<p>writing to a wide range of people.</p> <p>Ability to organise and prioritise effectively.</p> <p>Ability to work autonomously and effectively within a team.</p> <p>Ability to work with health care professionals within the NHS and other Charities.</p> <p>Able to demonstrate empathy, diplomacy &amp; professionalism.</p>	
<b>Other</b>	<p>Willingness to adapt from a clinical environment to the voluntary sector.</p> <p>Commitment to providing and developing high quality services.</p> <p>Commitment to improving the lives of people affected by sarcoma.</p>	