**Job Description**

To be read in conjunction with Person Specification. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role. Cancer Support Yorkshire does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any ‘gaps’ could form areas for development in the future.

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| --- | --- | --- |
| Location | | Skipton Centre, Armoury House, 45a Otley Street, BD23 1EL |
| Post | | Skipton Centre Coordinator |
| Salary | | Scale 5 £23,953 - £25,874 + Pension 3% employer contribution |
| Hours | | FT 37 hours per week |
| Accountable to | | Director |
| **Organisation Expectations** | | |
| To ensure the Centre maintains a warm, welcoming and quality environment for all visitors by developing and managing a range of one to one and group support for clients affected by cancer. To work in conjunction with the wider staff and volunteer team in providing a holistic service. | | |
| **Outline of Post** | | |
| 1 | To work as part of the overall Cancer Support Yorkshire team towards achieving the objectives and visions of the organisation | |
| 2 | Manage day to day running of the Skipton Centre, liaising with others as required | |
| 3 | Be responsible for coordination and support of staff, sessional workers, and volunteers in the Skipton centre | |
| 4 | Design and develop a range of holistic support for clients | |
| 5 | Identify priorities for service development, and delivery to meet the needs of local clients | |
| 6 | To raise awareness of our services within the community, and arrange fundraising events and activities to generate income to support and maintain the organisation | |
| 7 | Liaise and work in partnership with external agencies to develop and promote the services | |
| 8 | To undertake one to one client assessments and reviews for client’s wellbeing, and be the ongoing point of contact for clients and volunteers | |
| 9 | To provide monthly and quarterly reports and statistics of centre activity to the Director. Using Outlook and AIMS database. | |
| 10 | Ensure all client records are well maintained | |
| 11 | Validation of all external expenses and invoices | |
| 12 | Interview and provide inductions and support for volunteers and sessional staff | |
| 13 | To develop and maintain excellent relationships with new and existing networks, relevant stakeholders, and organisations | |
| 14 | Update the newsfeed on the CSY website, Facebook, Instagram, Twitter and other social media to promote and raise awareness of the Skipton Centre, encourage giving and build relationships | |
| 15 | To coordinate Health and Safety for the Centre being main keyholder and first point of contact/responsibilities for the Centre | |
| 16 | Ensure confidentiality and compliance with GDPR legislation in all aspects of the role. | |
| 17 | Work with Bradford Head Office and Skipton Preloved Shop to ensure communication and partnership working | |
| **General Requirements** | | |
| Eligibility to work in the UK | | |
| Demonstrate a commitment to and compliance with the Equality Act 2010. | | |
| To work within Cancer Support Yorkshires policies and procedures at all times | | |
| Complete an enhanced DBS check. | | |
| To support the Director in developing and sustaining the Organisation and undertake any other duties as requested by the Director | | |

**Person Specification**

The person specification should be read in with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role. Cancer Support Yorkshire does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any ‘gaps’ could form areas for development in the future.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Essential {insert tick  where appropriate} | Desirable {insert tick where appropriate} | | Identified by  A = Application form  I = Interview  P– Presentation | |
| **Approach** | | | | | |
| A enthusiastic commitment to develop and continually improve the services with the locality | ✓ |  | |  | |
| To be adaptable and flexible | ✓ |  | |  | |
| Passionate about the benefits of holistic wellbeing support | ✓ |  | |  | |
| Ability to build and maintain effective relationships with external stakeholders | ✓ |  | |  | |
| Self-Reliant but able to contribute as an effective team and organisational player | ✓ |  | |  | |
| Commitment to own continued development with a willingness to share best practice with colleagues and learn from others | ✓ |  | |  | |
| Excellent verbal communication skills with the ability to communicate effectively at all levels | ✓ |  | |  | |
| Have a solution focused attitude | ✓ |  | |  | |
| Demonstrate a willingness to raise funds for the organisation and to ensure all clients are aware of our need to continue to raise funds | ✓ |  | |  | |
| Demonstrate empathy for people affected by cancer | ✓ |  | |  | |
| **Knowledge and Skills** | | | | | |
| Good working knowledge of the centres locality and the local communities needs | ✓ |  | |  | |
| A understanding and knowledge of wellbeing services | ✓ |  | |  | |
| Good interpersonal skills including listening and displaying empathy | ✓ |  | |  | |
| Good knowledge and experience of Fundraising | ✓ |  | |  | |
| Knowledge of developing and maintaining an understanding of cancer, its symptoms and treatments |  | ✓ | |  | |
| Knowledge of the local community and health professionals to ensure effective signposting and information giving |  | ✓ | |  | |
| Demonstrate a commitment to the organisation, and a willingness to participate in shaping the future of the organisation to meet client needs | ✓ |  | |  | |
| Able to build and maintain relationships whilst maintaining appropriate professional boundaries | ✓ |  | |  | |
| **Experience** | | | | | |
| Experience of managing and supporting staff and volunteers effectively | ✓ |  | |  | |
| Experience of one to one supervision and ability to take difficult action when required | ✓ |  | |  | |
| Experience of dealing with members of the public both face to face and over the telephone, in particular, handling people who may be distressed and anxious | ✓ |  | |  | |
| Experience of juggling work priorities within a busy working environment | ✓ |  | |  | |
| Good organisational skills, planning managing and monitoring own workload | ✓ |  | |  | |
| Excellent technical literacy of all Microsoft applications, Internet and social media platforms and able to introduce new systems as required | ✓ |  | |  | |
| Good written communication skills and ability to write reports to a variety of audiences when required | ✓ |  | |  | |
| Experience of working within a voluntary organisation or similar |  | ✓ | |  | |
| Experience of working with volunteers |  | ✓ | |  | |
| **Circumstances and personal** | | | | | |
| Willingness to work flexibility to meet the needs of the organisation | ✓ | |  | |  |