

WMUK Community Support Navigator

Job Description

Job title: Community Support Navigator

Hours of work: Full Time – 37.5 hours p/w

Salary: £28,000 - £32,000 depending on experience

Responsible to: Support Manager

Location: Remote/Home working

Role Description:

WMUK are searching for a highly motivated and compassionate person to join our small charity team supporting those living with Waldenstrom's macroglobulinaemia (WM) – a rare form of incurable blood cancer.

You will have experience in caring for individuals living with cancer and must demonstrate excellent communication skills, along with the ability to work independently and use your own initiative. Experience of working within a healthcare environment would be beneficial.

Reporting to the Support Manager, you will play a key role in providing information, support and advice to the WM community which is made up of patients, their families carers and friends.

You will address the holistic needs of the community, including psychosocial, financial welfare and spiritual needs. As members of the community's needs change throughout their WM journey, you will provide individualised support based on the issues that are most important to them. You will ensure they have the information needed to understand their condition, and help them access services which will empower them to live well with WM. You will signpost them to WMUK's and other organisation's services, and be a key contact for our community.

This exciting and diverse role will allow you to utilise and develop many skills, whilst also engaging a thriving community to work towards the charity's vision that people affected by WM live longer, good quality lives supported every step of the way by WMUK.

Finally, as we are a small charity, we believe that everyone has a role in supporting fundraising. Within this role, you will be a key point of contact for any enquiries the community may have relative to fundraising.

Main Duties:

- Build and grow relationships with other key charities, to raise awareness of WMUK as well as utilising their own specific services to meet the holistic needs of the WM community.
- Create a map of NHS and other charity services which will enable patients to be signposted to helpful services local to their area. This will be the first map of its kind specifically created for WM patients and will better enable them to access relevant and beneficial services.
- Assist the Support Manager with manning the Support Line when needed, not to provide clinical advice but to signpost patients to appropriate services for holistic support and notifying the Support Manager of any clinical queries.
- Provide individualised support using our Patient Pathways, based on where patients are on their WM journey i.e. newly diagnosed, receiving treatment, etc.
- Assist with engaging the WM community through various initiatives such as:
 - Liaising with charities and other organisations to deliver educational and support themed content aimed at patients or family/carers. These will include webinars, online 'Coffee and Chat' peer-support sessions, podcasts, and in-person regional events.
 - Co-ordinating online 'social nights' to encourage community feeling and combat social isolation.
 - Being fully aware and up to date with how the WM community can 'support us' across the different fundraising activities listed across our website.
 - Being a key point of contact, and enthusiastic supporter, of any fundraising enquiries, rapidly working with our external partner TFA who will then support the community with any fundraising actions.
 - Liaising with the Support Manager on feedback and knowledge gathered from the community on how they feel the charity is best meeting their needs, as well as identifying areas where we can improve – ensuring the community's voice is represented in everything which we do.
- Assist the Support Manager in setting up a virtual 'Living Well with WM clinic'. This exciting new service will address patients' holistic needs in partnership with other health professionals and organisations.
- Coordinate a quarterly community newsletter by gathering stories from the community and liaising with our external partner TFA.
- Assist the Support Manager with coordinating the Buddy Service. This newly created service provides much needed one-to-one peer support, where the support team matches patients with similar experiences of living with WM.
- Assist with in-person patient information events.

- Attend key sector events on behalf of WMUK to represent both the charity and the needs of the charity's service users.
- Additional information:
 - The role is remote working, however there will be occasions where staff are expected to attend meetings in person. All travel and accommodation expenses if appropriate will be covered by the charity.
 - The job description is non-exhaustive and is subject to regular review with the post holder and amended in line with the needs of the organisation.

Person Specification

Criteria	Essential or desirable
Qualifications	
GCSE English language and Mathematics (grades A-C) or equivalent	Essential
NVQ 2/3 in care or equivalent experience	Desirable
Skills	
Excellent listening skills	Essential
Able to adapt to a fast-moving environment	Essential
Able to interact with a variety of stakeholders (e.g. distressed callers, colleagues, donors, trustees, healthcare professionals)	Essential
Able to provide up-to-date and impartial advice	Essential
Ability to show empathy and understand the difficulties faced by people affected by cancer	Essential
Knowledge	
Experience in working with people living with/beyond cancer	Essential
Experience in working with people with blood cancer	Desirable
Fluent in written and spoken English	Essential
Microsoft programmes	Desirable
Experience	
Experience in dealing with the public in person and on the phone	Essential
Experience of working in a hospital or other clinical environment	Desirable

Experience of working in a charity	Desirable
Personal attributes	
Adheres to the same core values as the charity	Essential
Non-judgemental	Essential
A self-starter who can work effectively by themselves, as well as within a team	Essential
Willingness to learn new things, and seek opportunities for personal development	Essential
Passionate about empowering patients to help them live fulfilling lives with WM	Essential