

## JOB DESCRIPTION

<b>POST TITLE:</b>	<b>Family Support/Community Engagement Worker</b>
<b>SALARY:</b>	<b>£15,342.20 p.a. (FTE £25,571.00)</b>
<b>HOURS:</b>	<b>21 hours per week</b>
<b>CONTRACT:</b>	<b>Fixed to January 2026 (extension subject to funding)</b>
<b>LOCATION:</b>	<b>Kath Locke Centre, 123 Moss Lane East, M15 5DD</b>
<b>ACCOUNTABLE TO:</b>	<b>Can-Survive UK (CSUK) CEO CSUK Community Engagement and Development Coordinator</b>
<b>MAIN CONTACTS:</b>	<b>CSUK Community Engagement and Development Coordinator CSUK Cancer Support Group Workers CSUK Project Finance and Administrator Volunteers Service Users and family members Suppliers and Contractors Other organisations (statutory and voluntary)</b>

### Main aim of role

The post holder will work alongside the Community Engagement and Development Coordinator and Cancer Support Group workers to (a) identify service users and wider community members, particularly those from African, Caribbean and other minority ethnic communities, diagnosed with or affected by cancer and caring for those that are terminally ill; (b) to further develop and offer Holding Hands, a culturally appropriate home visiting service providing practical support and information at critical points of their cancer journey for the groups identified; (c) to collaborate with relevant health care and other professionals to provide reciprocal referral pathways.

### Tasks

To assist in the development of *Holding Hands*, CSUK's culturally appropriate home visiting support service for people diagnosed with or affected by cancer, in particular those caring for a loved one that is terminally ill.

To provide a flexible needs-led support service for target groups diagnosed with or affected by cancer, in particular those caring for a loved one that is terminally ill unable to leave their homes; to include assessment of needs and provision of relevant support, information, and advice. This will include some evening and weekend work.

To offer practical support at home for service users and carers not able to leave home due to caring responsibilities.

To liaise with GPs, primary care teams, and other partners to provide a cohesive package of support for service users and family members.

To receive referrals and assess the needs of individuals and their families, working flexibly, collaboratively and in a way that recognises their strengths and maximises these.

To offer individual, group and family meetings matching the form of intervention to the identified need.

To link into and work with other members of Can-Survive UK staff where relevant.



To keep and maintain accurate records of all meetings, communication (telephone calls, emails, text messages) interventions in line with CSUK recording processes

Encourage and support engagement and participation of service users in CSUK's wellbeing activities and therapies.

Identify service user needs and if necessary, refer to other services internal or external to CSUK.

To assist in the recruitment and support of volunteer 'buddies' for  *Holding Hands*.

To attend a range of community and voluntary stakeholder meetings to publicise  *Holding Hands*, establishing and developing key networks, as well as providing an access point for the service

To undertake supervision on a regular basis and to attend Can-Survive UK's meetings and training events as requested by the line manager.

### **Administration**

To regularly review the effectiveness of the interventions and the satisfaction of the users of the service.

To be responsible for recording and monitoring the work of the service, including statistical information and production of

To ensure that good practice and equal opportunity principles and values are complied with and promoted in accordance with the policies of Can-Survive UK

To participate in internal and multi-agency working groups as appropriate for exchange of information and best practice

### **Work Related Circumstances:**

1. Attend induction meeting and ongoing training relevant to the role
2. Work in accordance with all CSUK policies, procedures and guidelines
3. Work in accordance to all relevant legislation such as health and safety in the work place
4. Understand and demonstrate CSUK values
5. Support CSUK's financial monitoring and budget processes
6. Demonstrate a practical commitment to equal opportunities and inclusion
7. Ensure safeguarding policies and procedures are followed and incidences are accurately record and reported
8. To understand and comply with health and safety procedures, when organising activities for service users including first aid cover and submission of risk assessments for venue and trips out
9. Undergo monthly supervision with the Community Engagement and Development Coordinator
10. Through supervision, to identify training needs and take development opportunities offered through the organisation
11. To work flexibly, there may be evening and weekend meetings for which time off in Lieu will be given
12. Post is subject to an enhanced DBS Check

There will some travel for external meetings and visits to other CSUK project delivery sites.

**The above duties are not intended to be an exhaustive list, but an indication of the requirements of the post. The duties within this may be varied from time to time to reflect the changing needs of the organisation and its services.**

## PERSON SPECIFICATION

FACTOR	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Career Experience</b>	<p>Experience of working within African, Caribbean, and other minority ethnic communities</p> <p>Experience of providing direct culturally appropriate support for and advocating on behalf of cancer patients and their families, particularly those from African, Caribbean backgrounds</p> <p>Experience of working / understanding the needs of working with people who have been bereaved or family members who are anticipating the death of a significant family member</p> <p>Experience of community engagement and outreach work</p>	<p>Experience of supervising volunteers or students</p> <p>Experience of involving service users in service development</p>	<p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p>
<b>EDUCATION and TRAINING</b>	Educated to degree level	Training in health and social care and community work	Application form
<b>SKILLS, APTITUDE, KNOWLEDGE</b>	<p>Ability to engage and sustain positive working relationships with service users, their families and wider community members</p> <p>Ability to work in partnerships with services users and their families</p> <p>Ability to work in a non - discriminatory way</p> <p>Ability to handle sensitive information and has an understanding of confidentiality and personal boundaries</p>	<p>Knowledge of health and cancer inequalities faced by African, Caribbean and other minority ethnic communities</p> <p>A working knowledge of safeguarding legislation relevant to working with families</p>	<p>Application form and interview</p> <p>Application form and interview</p> <p>Interview</p> <p>Application form and interview</p>

	<p>Ability to work independently without close supervision and be part of a team working remotely</p> <p>Ability to work to clear objectives, prioritise and meet deadlines</p> <p>Ability to communicate effectively verbally and in writing (including report writing)</p> <p>IT literate – comfortable using IT, including Outlook and virtual meeting systems, creating and maintaining spreadsheets, databases, letters and publications using IT systems and software such as Excel, Word, Publisher, etc</p>		<p>Application and interview</p> <p>Application form and interview</p> <p>Application form and interview</p> <p>Application form and interview</p>
<b>EQUALITY &amp; DIVERSITY</b>	<p>Ability to ensure that culturally and racially sensitive services are offered for service users</p>		<p>Application form, interview and references will be used to assess these criteria</p>
<b>OTHER REQUIREMENTS</b>	<p>Willingness to travel within Manchester and wider Greater Manchester area.</p> <p>Willingness to work flexible hours according to the needs of the project</p> <p>Willingness to undertake training in First Aid and other relevant health and safety-related courses</p> <p>Clean driving licence and access to a car</p> <p>Enhanced DBS</p> <p>Good and reliable work record</p>		<p>Application form and Interview</p> <p>Application form and Interview</p> <p>Application form and Interview</p> <p>Interview</p> <p>Application form and interview</p>

**Post holder must be willing to work in accordance with all CSUK policies & procedures, adhere to all health & safety regulations and other relevant legislation. The post holder will undergo regular supervision and work with Line Manager to identify their training and development needs.**