

Hope Cancer Support Centre: Client Services Coordinator **(<https://www.activelink.ie/node/111070>)**



Client Services Coordinator

Hope Cancer Support Centre CLG provides a wide range of supports to people affected by cancer at our Support Centre based at 22 Weafer Street, Enniscorthy, Co. Wexford.

We are now seeking applications for a relief Client Services Coordinator (based on a Contract for Service) to join our team.

Location of Post:

Hope Cancer Support Centre CLG, 22 Weafer St, Enniscorthy, Co. Wexford Y21 A592.

Purpose and objectives of the post:

To conduct assessments and provide support to all clients of the Hope Cancer Support Centre CLG.

Working hours:

20 hours per week (rostered from Monday to Friday) with additional hours when required.

Person Specification

Essential:

Candidates must, on the latest date for applying for the office:

- Hold an Allied Health Professional Qualification and be entitled to be registered with the Health Professional Council (HPC) or be entitled to be registered with the Nursing and Midwifery Board of Ireland.
- Have a minimum of three years' experience in a health-related setting.
- Be able to work as part of a multidisciplinary team.
- Have good leadership and interpersonal skills.
- Very good IT Skills and working knowledge of the CRM system or equivalent.

Desirable:

The following qualifications are desirable:

- Have experience in an Oncology setting.
- Hold a third level management qualification.
- Qualification in Counselling & Psychotherapy

Personal development:

- Engage in a process of continual learning and maintain a commitment to further education and training.

Reporting arrangement:

- Reports to the Client Services Manager of Hope Cancer Support Centre CLG.

Principal duties and responsibilities:

One to One Client Support:

- Provide support to all clients on a face to face and drop-in basis and by telephone within a multidisciplinary framework.
- Conduct client assessments to ascertain needs of client and to develop an appropriate care plan.
- Obtain client's consent to record their data on the CRM and ensure all client records and notes are input on a timely basis on the CRM, whilst ensuring compliance with best practice in record keeping and in line with data protection legislation.
- Liaise with Receptionist concerning relevant client appointments and support group/programme enrolments.
- Conduct regular reviews of client care plans.
- Record client phone call logs for weekly input by Receptionist onto the CRM.
- Act as key worker for allocated case load of clients.
- Attend multi-disciplinary team meetings to review client's provision of care.
- Complete bra/prosthesis fitting appointments (if assigned by the Client Services Manager after completion of necessary training).

Client Support Groups and Programmes:

- Assist the Client Services Manager in designing and organising of and recruitment for support groups and programmes.
- Facilitate support groups and programmes.
- Evaluate programmes of care in conjunction with the Client Services Manager.

Information Provision, Training and Development:

- Attend outreach hubs and information sessions as requested by the Client Services Manager.
- Liaise with other health professionals including GPs, Palliative Care, Social Workers, Public Health Nurses, Túsla, Primary Care Team and other support services in the Community.
- Attend training/education programmes as determined by Hope Cancer Support Centre CLG.
- Maintain up to date knowledge of developments in cancer treatments and research for improvements of standards in the centre in line with NCCP recommendations.

The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post. These may be assigned to him/her by the Client Services Manager as required.

If you are interested in this exciting opportunity, please email your C.V. and cover letter for the attention of the Client Services Manager, Hope Cancer Support Centre to linda@hopesupportcentre.ie (mailto:linda@hopesupportcentre.ie) For informal enquiries, please phone 053 9238555 (tel:0539238555) .

CLOSING DATE FOR APPLICATIONS: Friday 4th October 2024 @ 5pm. Interviews will take place on Monday 14th October 2024.

Only short listed candidates will be invited for interview.

Hope Cancer Support Centre CLG is an Equal Opportunity Employer

Region

Enniscorthy, Co Wexford

Date Entered/Updated

23rd Sep, 2024

Expiry Date
4th Oct, 2024

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