

## **JOB DESCRIPTION**

<b>POSITION:</b>	Cancer Nurse
<b>REPORTING TO:</b>	Cancer Information Services Manager
<b>LOCATION:</b>	Dublin
<b>DEPARTMENT:</b>	Cancer Support, Cancer Information Service
<b>CONTRACT TYPE:</b>	Permanent
<b>HOURS OF WORK:</b>	Full –time/Part-time hours

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### **OVERALL RESPONSIBILITY**

The Irish Cancer Society is the leading provider of information on all aspects of cancer. Through the Cancer Nurseline, we aim to meet the information needs of people concerned about cancer, through providing comprehensive cancer support, advice and information to patients, carers, the general public and healthcare professionals.

### **THE IRISH CANCER SOCIETY’S CANCER NURSELINE**

Our vision is for an Ireland where cancer services are world class in terms of; early detection through comprehensive screening programmes, scope and quality of patient care, treatment and support services, equity of access for all regardless of socio-economic group, geographic location or ethnicity and achieving best possible outcomes in respect of cancer survival and quality of life.

Our efforts are focused around cancer prevention, survival and quality of life, which are delivered through programmes of Advocacy, Cancer Services and Research.

The Cancer Nurseline encompasses Ireland’s only National Cancer Nurseline (Freefone 1800 200 700) which is a free, non-judgemental and completely confidential telephone service. The telephone service offers information on all aspects of cancer, offering support and guidance.

The Cancer Nurseline is part of the Cancer Support department, which also incorporates cancer information centres known as Daffodil Centres situated in Hospitals around Ireland.

An email information service and a walk-in face-to-face service are offered for anyone with concerns about any aspect of cancer. The Cancer Nurseline team also provide interactive help online in the form of “CancerChat” which is a live chat room linked to the nurses, and Online Community” which is an online message board for members of the public.

## **KEY RESPONSIBILITIES**

### **Cancer Nurseline**

- Respond to queries in a supportive timely manner ensuring enquirer dignity.
- Maintain confidentiality and anonymity in accordance to Irish Cancer Society's policies and procedures.
- Answer calls in accordance with the operational guidelines/policies of the Irish Cancer Society.
- Deal with queries received via email and on-line and meeting walk-in callers.
- Make every effort to ensure that evidence based information is given to enquirers, both verbal and written, is from reliable sources.
- Forward information to enquirers (e.g. leaflets, booklets, etc.) or 'sign post' them to relevant areas of the Irish Cancer Society as well as other relevant health care professionals or organisations.

### **Information Development**

- Develop and update information about cancer types, cancer treatments and other clinical and related content for delivery in a range of formats for people affected by cancer and the general public.

### **Professional Development**

- Maintain a knowledge base on developments in cancer care and resources/services for cancer patients throughout the country.
- Participate in courses/workshops/conferences/online education resources as appropriate to maintain own knowledge and awareness of cancer and related issues.
- Attend Cancer Information Services team meetings, Journal clubs and other training and education events as provided by the Society.
- Participate in supervision.

### **Communication and Promotion of the Cancer Nurseline**

- Present to various internal and external groups on aspects of cancer, from a cancer prevention to cancer treatments, side-effects and follow-up care.
- Participate and assist with the Irish Cancer Society exhibition stands at various workshops /conferences for both patients and health care professionals.
- Keep informed and participate in Irish Cancer Society campaigns and events as required, which may result in an increased number of calls or emails on a specific issue.
- Communicate internally with other departments including Cancer Prevention, Advocacy, Communication, Research and Fundraising as appropriate.

- Take part in media relations activity on behalf of the Irish Cancer Society.

### **Evaluation and Audit**

- Maintain a database of all enquiries relating to enquiries to the Cancer Nurseline as per Cancer Nurseline policy.
- Participate in Cancer Nurseline quality assurance, which includes call evaluation, call monitoring and impact monitoring.
- Participate in any accreditation process relevant to Cancer Nurseline such as “Helplines Partnership”
- Cooperate with individual performance review carried out within the Society.

### **General**

- Provide cover as and when required in Daffodil Centres.
- Any other relevant duties that may be assigned by the manager.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the Society at any time after discussion with the post holder.

### **Person Specification**

- Registered General Nurse, be on the active register of the Nursing and Midwifery Board of Ireland (NMBI).
- Three years recent experience in cancer nursing.
- Post registration qualification in cancer nursing (minimum of diploma level qualification).
- Excellent interpersonal skills.
- Computer literacy (Microsoft Office) ability to retrieve information from relevant sources including electronic databases, journals and the internet.
- Demonstrated evidence of continuing professional development at the appropriate level.
- Team player with ability to work independently as required.

### **Hours of Service**

The hours of access to the Cancer Nurseline are from 9.00am – 5.00pm Monday to Fridays.

### **Further Information**

- The Cancer Nurseline forms part of the Cancer Support department, which also includes the Daffodil Centres, Survivor Support and Night Nursing Service.
- Inter-departmental working is essential particularly working closely with Cancer Prevention including Information Development, Web services, Communications, Advocacy and Fundraising.

- There are numerous resources in place to help deal with queries including an information and resource officer.
- Relevant daily news articles are also available on-line each day to keep the team up to date.
- Ongoing training and education is provided in the form of monthly support and debriefing sessions with an educational component, regular attendance at the Cancer Information Service team meetings, Irish Cancer Society Journal Clubs, and attendance at conferences / study days through-out the year.

**HOW TO APPLY:** If you are interested in applying for this position, please send curriculum vitae and cover letter including current remuneration package to Nicola Cosgrove, HR Administrator, 43/45 Northumberland Road, Dublin 4 or email [recruitment@irishcancer.ie](mailto:recruitment@irishcancer.ie)

Closing date for applications is 12<sup>th</sup> December 2018.

*The Irish Cancer Society is an equal opportunity employer.*

**We do not require the assistance of Recruitment Agencies.**