

Recruitment Pack

Peer Programme Co-ordinator

Myeloma UK

July 2021

Contents

Welcome	3
Our values	9
Job description	10
Person specification	14
Terms and conditions	16
How to apply	17

Welcome

Thank you for your interest in Myeloma UK.

Myeloma UK invests in driving better patient outcomes through a comprehensive early diagnosis programme, cutting-edge research, sector-leading treatment access, award-winning information and support programmes, and pioneering healthcare services improvement. Our community consists of the 24,000 people living with the incurable blood cancer myeloma, as well as those with related conditions including MGUS (a non-cancerous condition that can increase the chance of developing myeloma), smouldering myeloma (an early form of myeloma) and AL amyloidosis (a rare build-up of protein occasionally associated with myeloma). Including our patients with related conditions, the population we represent is over 63,000 people.

Our long-term ambition is to make myeloma history, but we recognise that is a challenging process. As we work to that ambition, we are committed to providing every patient with an empowered present and a hopeful future.

Our current income is c£4.8m. The pandemic has presented challenges but, with a lot of hard work, our teams have delivered on budget. We are in a good position financially, so there is a sound platform from which to build.

We are committed to ensuring that patients receive more effective treatments, enjoy better outcomes, and have more years with a life they love. A positive, empowering culture is important to us, and we like to have fun along the way.

Our long-term ambition

Make myeloma history

Our purpose

To give every patient an empowered present and a hopeful future

In 2020



Our income for the year was £4.7m

£3.2m



Our expenditure on meeting the needs of people affected by myeloma was £3.2m.



£0.9m

Our expenditure on research totalled £0.9m



From every £1 of expenditure, 80p was spent on improving the lives of people affected by myeloma.

COVID-19

As a cancer charity, COVID-19 has had a significant impact on our community. Myeloma patients are ten times more likely than a member of the general public to catch a virus such as COVID-19 and, because of the way their cancer develops and is treated, are categorised as extremely clinically vulnerable. In 2020, the pandemic impacted the treatment of over 40% of our patients, and every patient has had to accept changes to the way they connect with their clinical teams and the way they live their lives.

In light of these significant additional pressures on our community, we reviewed our strategy and re-set our strategic priorities according to on-going need. This enables us to address the serious emerging concerns of:

- Delayed diagnosis of new myeloma patients and the impact of that delay on their clinical outcomes
- A shortfall in cancer research funding
- Geographical inequalities in provision of treatment and care
- Pressure on the NHS and on health policy design and delivery

Our ambition for 2021

The COVID-19 pandemic has led us to refocus and refresh our strategy, but our purpose remains the same: giving every patient an empowered present and a hopeful future.

Our work in 2021 and beyond will deliver against four strategic cornerstones:



Diagnose myeloma earlier

We will accelerate work on earlier detection and diagnosis to make the greatest impact on the length and quality of life for myeloma patients and those with related conditions.

- The Myeloma UK Early Diagnosis programme identifies and addresses barriers to earlier diagnosis
- The Myeloma UK Early Diagnosis Working Groups develop tools and education materials to speed up detection, referral and diagnosis at GP-level
- We will establish the Myeloma UK Early Diagnosis Research programme to better understand how myeloma develops and identify patients at risk



Discover and share knowledge

We will drive scientific breakthrough into the cause and treatment of myeloma and related conditions to increase patient survival and improve patient experience.

- Myeloma UK funds translational research at the ICR to accelerate the development of personalised medicine to myeloma patients
- Myeloma UK funds the UKMRA Myeloma UK Concept & Access Research Programme (CARP) to create new clinical trials and give patients early access to novel treatments
- Myeloma UK supports the development of future research leaders by funding a Clinical Research Fellowship at the University of Leeds and the development of our early care research programme, fostering interest in myeloma as a focus of future research
- The Myeloma UK patient data project enables better insight and evidencing of patient need and changes to policy, treatment and care
- Myeloma UK's Health Service Research identifies unmet need and patient preferences to inform change in healthcare policy and delivery



Transform the patient experience

We will partner with patients to understand and meet their needs and build equal care for all.

- Myeloma UK puts patient need and experience at the heart of drug appraisals to make sure that patients can access new treatments
- Myeloma UK drives excellence in patient-centred hospital care through our Clinical Services Excellence Programme (CSEP)
- The Myeloma UK Myeloma Academy and Myeloma Nurse Learning Programme educate healthcare professionals to ensure that patients receive the best care informed by the latest learnings
- Myeloma UK has the most comprehensive library of patient information on myeloma and related conditions, helping patients to understand and be in control of their decision-making
- Myeloma UK offers specialist, tailored support to the whole myeloma community through our Myeloma Infoline and Ask the Nurse email service
- Myeloma UK delivers a range of digital and physical events, directly connecting patients and families to expert analysis, advice and support
- Myeloma UK partners patients to provide a UK-wide network of Support Groups, reducing isolation and offering friendship to the whole myeloma community
- Myeloma UK will establish a volunteer peer to peer support service to bring together shared patient experiences and practical tips for living with myeloma and related conditions



Influence positive change in care

We will give a voice to patients and ensure that myeloma is not considered a second-class cancer.

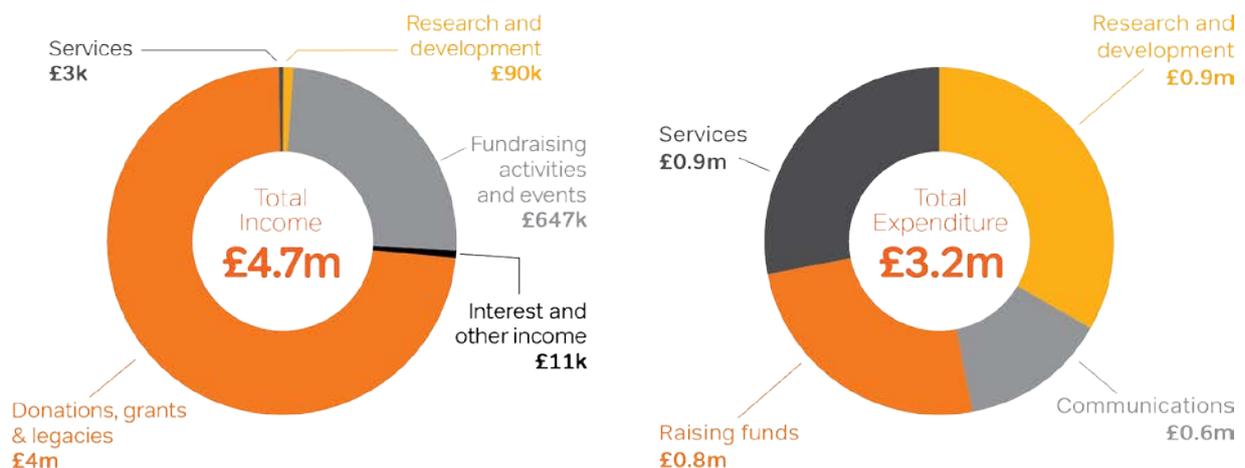
- Myeloma UK works to shape government policy across the four UK nations to recognise the needs of patients with myeloma and related conditions and create positive change
- The Myeloma UK Advocacy Panel ensures patients speak directly to decision makers in NICE and government
- The Myeloma UK Patient and Carer Research Panel integrates patient need into research design and policy development
- Myeloma UK's Healthcare Advocacy Service programmes drive improvements in clinical practice and patient-centred care
- Myeloma UK works with colleagues and stakeholders who share our vision for myeloma and blood cancer care and are committed to delivering positive change for patients

Funding our work

Myeloma UK is a fundraising organisation with income generated from voluntary fundraising, grants and trusts, philanthropy and some trading activities. We rely on the generosity of our donors to enable us to run our life-changing programmes.

We have ambition to grow our fundraising substantially over the next three years to deliver the change myeloma patients need. Our strategic priorities are:

- Recover our pre-pandemic income by 2023 and pursue an ambitious and sustainable growth five-year strategy to increase income
- Diversify our income streams, developing our high-level donor and trust and foundation activities
- Embed fundraising across the whole organisation



Income & Expenditure for the 12 months to December 2020

Building our brand

Myeloma UK is a trusted brand with patients, supporters, research partners and healthcare professionals. Our current audience is a limited one and committed to us but often supports more than one blood cancer charity, hospital or hospice.

We need to grow greater recognition of our brand and the work the charity does with both the general public and decision makers, as well as continue to explore innovative and cost-effective ways in which we can grow brand reputation and reach without losing the sense of trust our community has given us.

Measuring our success

We need to be able to demonstrate and understand the difference we make in order to continue to innovate our programmes and attract continued funding.

We measure our success via:

- Patient experience
- Retention of supporters
- Reach of materials and marketing campaigns
- Delivery of projects
- Growth in income

Our values



We strive for **Excellence**

We constantly strive for excellence in everything we are involved with, helping us achieve consistently high standards while offering well informed support. We have expert knowledge, delivering quality in everything we do.



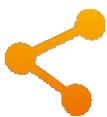
We are **Compassionate**

Our understanding nature underpins all conversations, meetings and interactions. This warmth helps us empathise with people in difficult situations, offering support while being thoughtful and considerate colleagues.



We are **Passionate**

Our passion encourages us to go over and above, channelling our energy positively to make significant, measurable progress. We believe in what we do. Our desire to find a cure is unstoppable, as is our drive to help those affected.



We are **Collaborative**

We are united behind our goal of finding a cure for myeloma. To achieve this, we work with and support a wide variety of stakeholders to drive progress. This collaborative approach empowers us to work as a team, share progress, share knowledge and involve the right people.



We are **Innovative**

We are always searching for new ways to challenge myeloma. Our work progresses new drugs and treatments, influences policy and encourages positive change. Our ability to look at situations from a variety of perspectives allows us to explore new avenues and find the best ways to support the people we interact with.

Job Description

Post	Peer Programme Co-ordinator (permanent, part-time, 28 hours per week)
Job Ref	S/23
Location	Edinburgh/flexible (currently working from home with hub-based office days)
Department	Healthcare Advocacy Services
Reporting to	Myeloma Information Nurse Specialist
Responsible for	Peer Programme Volunteers

Job Summary

The Peer Programme Co-ordinator will develop a new peer-to-peer service to provide information and support to anyone affected by myeloma and its related conditions.

The postholder will develop the new volunteer-led service that will sit alongside the current services offered by the Myeloma Information Specialist team. This service will use volunteers to provide bespoke support to people affected by myeloma and its related conditions and work on a referral basis.

The postholder will work closely with Services colleagues to ensure clear communication and the sharing of information and report progress and performance regularly to their line manager.

As a member of the Healthcare Advocacy Services Team, the Peer Programme Co-ordinator will contribute towards the delivery of the business's strategic, operational, and departmental plans

Key Deliverables

Peer programme and related offerings

1. Develop a new peer-to-peer service, which will be a tailored support service utilising volunteers to provide peer support both in and out of standard office hours
2. Lead the recruitment, training and development of volunteers providing the service, and provide ongoing support and supervision to them
3. As this is a developmental role, the postholder will need to play an active role in service delivery as necessary

4. Record, monitor and evaluate data and information relating to all aspects of the service, including recruitment, training and retention of volunteers; as well as outcomes achieved by those being supported by the service, for example through user experiences surveys and case studies
5. Lead on all aspects of the day-to-day administration and supervision of service volunteers and their activities
6. Develop and maintain a training programme for volunteers, as well as any associated procedures for the programme, utilising training and documentation already in existence as appropriate and in conjunction with other members of the Infoline and Services team
7. Oversee and consolidate existing services such as the Discussion Forum and Peer Network under the banner of the new peer service
8. Once initial service is established, carry out ongoing improvements and further service development to enhance the offerings of the peer service
9. Develop and maintain a good understanding of myeloma and its related conditions, including patient need, and develop and evaluate the service in line with this
10. Work with the line manager to ensure possible risks have been identified, assessed and effective risk management strategies have been put in place
11. Work closely with the rest of the Myeloma Information Specialist team who will be promoting and referring patients to the peer service to ensure all referrals are appropriate
12. Work with the Marketing & Communications Team to promote the service

Reporting/administration

1. Work with the Myeloma Information Nurse Specialist to report performance and variances and conduct contingency planning
2. Collect KPI data and proactively report on performance to your team and the organisation regularly and as required, and use the findings to evaluate, improve and develop the programme
3. Prepare regular updates for team meetings on the progress of agreed plans and objectives

4. Keep abreast of relevant legislation, emerging trends and best practice and work with your line manager to develop the necessary internal policies, procedures and guidelines accordingly
5. Ensure that all programme plans and activities are implemented to the highest standard

Other patient and carer information and support services activity

1. Attend Support Groups, Infodays and any other patient activity of relevance and be available to present and host sessions to raise awareness and offer support as required
2. Contribute to and, where appropriate, lead on training opportunities internally and externally (e.g. to other charities, HCPs or group of volunteers)
3. Ensure collaboration within the Services Team to maximise opportunities for all service programmes
4. Provide support/cover for the Myeloma Information Specialists as and when required
5. Contribute to and support the Communications Team in ensuring that information about myeloma is communicated effectively to a range of target audiences
6. Promote activities and events to raise awareness of myeloma and opportunities for fundraising amongst service users where appropriate
7. Respond to and prioritise ad hoc questions and requests as they arise

General

Continuous improvement, developing skills, adhering to organisational quality standards, and team-work underpin all roles at Myeloma UK.

General responsibilities include:

1. Adopt the Myeloma UK principles of quality management
2. Be attentive to and implement organisation brand and style guidelines

3. Participate in team meetings and work together with colleagues to maintain and improve knowledge and skills
4. Act as a source of information and support to colleagues throughout the organisation
5. Build productive working relationships with external advisers to maintain and enhance their commitment to Myeloma UK
6. Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role
7. This role will require some essential travel throughout the UK, therefore the post holder must be willing to travel. Regular travel to Edinburgh if based elsewhere will be required
8. Undertake such work as may be appropriate to the post

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

Person Specification

Area	Essential	Desirable
Qualifications & Experience	<ul style="list-style-type: none"> • A minimum of one year's experience of implementing volunteer/user involvement in service delivery • Experience of recruiting, training, managing and supervising or mentoring a diverse range of staff or volunteers • Experience of working in services which deliver positive outcomes for patients, carers and/or families 	<ul style="list-style-type: none"> • Experience working in haematology or oncology, clinical research or healthcare background • Experience in communicating sensitively with those living with or affected by myeloma or other cancers • Previous experience in information delivery over the telephone and in person
Skills & Abilities	<ul style="list-style-type: none"> • An understanding of health and safety principles and practice • An understanding of the challenges that may arise from delivering digital/telephone support • Excellent verbal and written communication skills • Excellent organisational and IT skills • Ability to understand and meet training and development needs of volunteers 	<ul style="list-style-type: none"> • Good knowledge of myeloma and its treatment • Able to convey complex medical and scientific information in a clear, concise and friendly manner
Other	<ul style="list-style-type: none"> • Self-motivated and dedicated team player • Friendly and compassionate, able to empathise and understand others' needs • Commitment and desire to make a difference 	

	<ul style="list-style-type: none">• Ability to manage a wide range of tasks and use initiative to solve problems• Flexibility and willingness to develop and expand role• Ability and willingness to attend Myeloma UK meetings and events and work outside office hours as and when required	
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Terms and Conditions

Post	Peer Programme Co-ordinator (permanent, part-time, 28 hours a week)
Salary	£27,250 - £29,499 pro rata
Probation period	Six months
Hours of work	<p>This role is for 28 hours per week.</p> <p>Myeloma UK operates a flexitime scheme and details will be provided by the HR and Operations Manager.</p> <p>The post holder will be expected to assume duties outside working hours to support the delivery of their role and the operation of the organisation when required.</p>
Holidays	Full-time holiday entitlement is 30 days per calendar year, plus 6 public holidays. Part-time holidays will be calculated pro-rata.
Pension scheme	Myeloma UK complies with its auto-enrolment obligations and, subject to matched employee contributions, offers a 5% pension contribution to all staff.
Premises	Myeloma UK is situated at 22 Logie Mill, Beaverbank Business Park, Edinburgh, EH7 4HG.

How to apply

If you think you would be a great fit for the role, please submit a copy of your CV together with a supporting letter to jobs@myeloma.org.uk.

Your letter should include the following:

- Why you are applying for this post
- How your skills and knowledge meet the requirements of the role
- How your experience and expertise can support and reflect our values
- Whether you currently have the right to work in the UK

Please note that only CVs accompanied by a supporting letter will be considered.

Applications close on 26 July 2021.

First interviews will be held virtually on 4 August 2021.

Appointment will be subject to receipt of satisfactory references.

As part of any recruitment process, Myeloma UK collects and processes personal data relating to job applicants. Myeloma UK is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. You can read more about how we do this here: www.myeloma.org.uk/jobapplicantprivacy.

