

Recruitment Pack

Clinical Practice Services Senior Projects Officer

Myeloma UK

September 2021

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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



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



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.

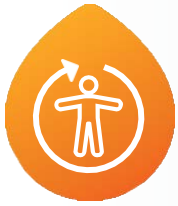
- The Myeloma UK Early Diagnosis programme identifies and addresses barriers to earlier diagnosis
- The Myeloma UK Early Diagnosis Working Groups develop tools and education materials to speed up detection, referral and diagnosis at GP-level
- We will establish the Myeloma UK Early Diagnosis Research 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.

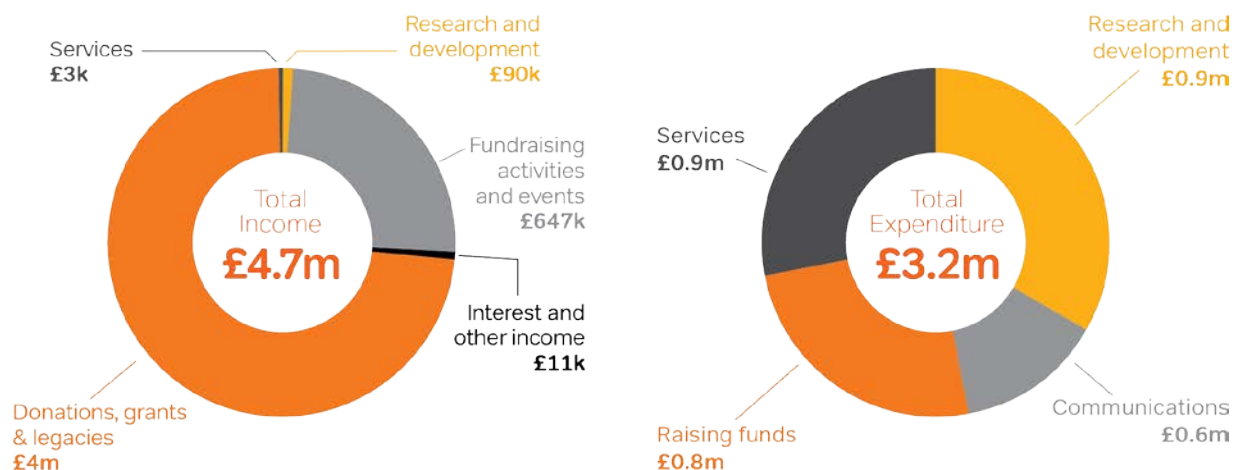
- Myeloma UK works to shape government policy across the four UK nations to recognise the needs of patients with myeloma and related conditions and create positive change
- The Myeloma UK Advocacy Panel ensures patients speak directly to decision makers in NICE and government
- The Myeloma UK Patient 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	Clinical Practice Services Senior Projects Officer (3 year fixed term, full-time)
Job Ref	S/20
Location	Edinburgh/flexible
Department	Healthcare Advocacy Services
Reporting to	Head of Clinical Practice Services
Responsible for	This post has no direct reports

Job Summary

The Clinical Service Excellence Programme (CSEP) is a Myeloma UK best practice accreditation programme for myeloma centres, developed in partnership with patients, family members and healthcare professionals. The programme is designed to support hospitals deliver optimum care covering the whole patient journey (diagnosis to end of life); positively influence clinical practice; celebrate success; identify areas for improvement; drive equity of care and outcomes; and, support patient-centred decision making.

Expansion of the CSEP programme provides an opportunity for the selected candidate to design, implement and evaluate a new CSEP strategy. The enhanced CSEP programme will work in close partnership with hospitals to support them in their role to achieve best practice in their care and support of myeloma patients and their families.

As a member of the Healthcare Advocacy Services Directorate, the Clinical Practice Services Senior Projects Officer will contribute towards the planning and delivery of the business's operational and departmental plans.

Key Deliverables

Clinical Practice Services Programmes

1. Develop, deliver and evaluate the CSEP programme (allocated stream) to ensure that all components are tailored to the needs of haematologists, nurses and allied healthcare professionals and facilitate improvements in patient-focussed care
2. Facilitate, lead and conduct the assessment processes
3. Lead on an identified stream of CSEP work and ensure relevant pieces of work are delivered, evaluated and reported on, including the outputs and outcomes, as per agreed plans, KPIs and impact measure requirements

4. Work with a range of external stakeholders to achieve maximum impact for the enhanced CSEP package. It will require focussed networking and include assimilating and disseminating relevant information and data to advance the programme
5. Identify target hospitals to recruit onto the CSEP programme. Contribute creatively to the marketing and promotional strategy to improve both reach and engagement. Particular effort will be required to recruit and assist centres needing enhanced support to improve experience and outcomes for patients
6. Support hospital teams to attain the necessary benchmark of excellence required for CSEP accreditation/re-accreditation
7. Establish partnerships, infrastructure and processes, with willing hospitals, to facilitate a peer-to-peer re-accreditation procedure
8. Design a process for and recruit suitable haematology healthcare teams to mentor centres who are needing additional support to attain the myeloma best practice standards
9. Responsible for the annual review and updates to the Myeloma UK Best Practice Standards
10. Regularly review and update information and materials on the CSEP platform, including the CSEP website, online components, SOPs and informative materials
11. Ensure deadlines are met and any delivery and implementation of plans and activities are done to the highest standards and to agreed budget
12. Responsible for impact measurements, including the collation, analysis and reporting on patient experience (eg comparison between accreditation and reaccreditation situation) and changes in clinical practice and outcomes
13. Collate, write and archive case studies to measure the positive impact of participation in the CSEP programme of accreditation and re-accreditation
14. Collect KPI data to evidence performance, create and collate clinician and patient stories to demonstrate the impact of CSEP on improvements in experience and outcomes, progress in clinical practice and behaviours; and prepare and present regular updates and/or reports to highlight the progress of agreed project deliverables
15. Work closely with the Marketing & Communications Team to further develop publicity and communications strategies for the CSEP programme. Includes the use of web stories, articles and social media to showcase activities/impact
16. Represent Myeloma UK and attend and contribute at conferences, meetings, Support Groups and Infodays as required

17. Present and host sessions around HCP programmes and Myeloma UK to inform, raise awareness and offer support as required
18. Ensure collaboration within the Healthcare Advocacy Services Directorate and across the organisation to maximise opportunities for Myeloma UK activities
19. Assist the Head of Clinical Practice Services with programme and project planning, implementation, evaluation and reporting
20. May be required to undertake mentoring and supervisory duties for ad hoc projects/activities
21. Work with the Head of Clinical Practice Services on other specific HCP projects and programmes, and assist with day-to-day running of the programmes, as required. This may include communication with clinicians and external stakeholders, report writing, development of marketing materials, developing of resources for HCPs and attendance/presenting at events or meetings

Team Support

1. Work with colleagues on a targeted range of projects and initiatives for healthcare professionals including in the following areas:
 - a. Early diagnosis of myeloma across primary and secondary care
 - b. Engaging with HCPs across primary and secondary/tertiary care
 - c. Raising awareness of all issues faced by myeloma patients and their families
 - d. Eliciting the perspectives of both healthcare professionals and patients
 - e. Identifying and implementing strategies to engage with UK haematology teams to reach of both HCP and patient services
 - f. Identify new opportunities with external stakeholders to enhance, co-produce and publicise existing and new educational resources for HCPs
 - g. Evaluate HCP programmes on an ongoing basis to determine areas for development and improvement
 - h. Assist in maintaining the HCP resources available on Myeloma Academy and planning for the future, as appropriate
2. Liaise with colleagues to ensure that myeloma information is kept up to date and information is proactively distributed to HCPs

General responsibilities

1. Continuous improvement, developing new skills, adhering to organisational quality standards, and teamwork underpin all roles at Myeloma UK
2. Adopt the Myeloma UK principles of quality management and Myeloma UK values
3. Be attentive to and implement organisation style and brand guidelines
4. Participate in team meetings and work together with colleagues to maintain and improve knowledge and skills

5. Act as a source of information and support to colleagues throughout the organisation
6. Build productive working relationships with external advisers to maintain and enhance their commitment to Myeloma UK
7. Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role
8. This role will require some essential travel throughout the UK and sometimes work outside normal business hours, therefore the post holder must be willing to travel. Regular travel to Edinburgh, if based elsewhere, will be required
9. 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"> • Educated to degree level • Project and process administration experience, including project planning, development, delivery and evaluation • Experience of delivering pieces of work to time, budget and standards agreed • Experience of writing reports and giving presentations to different audiences • Evidence of building effective relationships to deliver objectives • Experience of preparing action plans, business cases and marketing materials • Experience of managing own workload to meet deadlines 	<ul style="list-style-type: none"> • Science or healthcare related qualification • Experience of working with the NHS and/or with healthcare professionals to deliver projects • Experience of working in the charity sector • Research experience • Scientific or medical writing experience • Experience of working on cancer and/or myeloma-type projects
Knowledge	<ul style="list-style-type: none"> • Understanding of accreditation processes or other quality systems • General health and cancer knowledge 	<ul style="list-style-type: none"> • Understanding of the NHS and current policy environment • Knowledge of the health system landscape from primary to secondary care • Knowledge of current policy in cancer field • Knowledge of myeloma and related conditions
Skills	<ul style="list-style-type: none"> • Strategic thinking • Strong leadership and organisational skills • Ability to research topics and identify key information • Excellent verbal and written communication skills at all levels both internally and externally, including presentation skills • Familiarity with short surveys and basic analysis of 	<ul style="list-style-type: none"> • Ability to write for an HCP audience • Able to use Raiser's Edge database and/or WordPress content management system

	<p>qualitative and quantitative data</p> <ul style="list-style-type: none"> • Demonstrable problem-solving skills and attention to detail • Good IT skills with experience of using Microsoft Office • Ability to liaise with a range of internal and external stakeholders effectively 	
Personal	<ul style="list-style-type: none"> • Availability and willingness to travel regularly and work out of the office across the UK as required • Ability and willingness to work outside the normal office hours • Self-motivated and able to work independently and creatively • Desire to continuously learn and build specialist knowledge • Dedicated team player • Ability to manage a wide range of tasks and work well under pressure • Commitment and desire to make a difference for myeloma patients and their families 	

Terms and Conditions

Post	Clinical Practice Services Senior Projects Officer (3 year fixed term contract, full-time)
Salary	£29,500 - £31,749 per annum
Probation period	Six months
Hours of work	<p>The standard working week comprises 35 hours, Monday to Friday. 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.
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 11 October 2021.

First interviews will be held on 20 October 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.

