



**AYRSHIRE
CANCER
SUPPORT**

We're here for you

Recruitment Pack

Service Coordinator

April 2022

Dear Candidate...

Thank you for your interest in the role of **Service Coordinator**. Ayrshire Cancer Support has operated since 1982, providing emotional support and practical help to those affected by cancer; this role will play a valuable part in supporting the services we offer.

An opportunity has arisen within Ayrshire Cancer Support for a **Service Coordinator** to join our Service Support Team. Reporting to the Head of Service Support, the role will require you to work efficiently as part of a team, providing service specific confidential and comprehensive administrative services to all staff.



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About Us...



Our aim is to improve the quality of life of those living with or affected by cancer and ensure that help is readily available throughout Ayrshire for those who need it. We provide practical and emotional support for people affected by cancer, delivering a wide range of services which are available free of charge.

Our Services



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Therapeutic Services

We offer a range of free therapeutic services.

Counselling allows individuals to share their thoughts and feelings with a sensitive and responsive listener.

Complementary therapies can greatly enhance the individual's quality of life and may help to relieve the symptoms of cancer and its treatment.

Information sharing and group support can offer guidance and support on how to cope with cancer, side effects and bereavement.

Hospital Transport Service

Our Hospital Transport Service is staffed by amazing volunteer drivers who collect patients from their homes, safely transport them to hospital for their treatment and take them home again after treatment.

This is free to access and despite the challenges of covid we have continued to deliver this service throughout the pandemic.

Support Centres

We have an established centre in Kilmarnock and have purchased a new centre in Prestwick Road, Ayr, which will be refurbished to the same high standard.

The new Ayr centre will be the main base for our new the children and young people service however, will also provide valuable support to adults.



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Service Coordinator

Location	Kilmarnock Centre with occasional travel to our Ayr Centre
Salary	£19,305 – £23,500
Hours	37.5 per week - evening and weekend work on a rotational basis
Reports to	Head of Service Support
Holiday	35 days inclusive of Bank Holidays
Entitlements	Employer contribution pension Corporate Health Plan

Key Responsibilities and Tasks



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Providing general administration and scheduling support to the business including:

- Offering a welcoming environment for patients, clients, volunteers and external stakeholders attending our centres
- Ensuring patient and client confidentiality during interactions
- Responding to all communication with patients, clients, staff and volunteers via phone, email and in person in an efficient, professional and courteous manner
- Coordinating transport requests: processing and allocating to volunteers as required
- Coordinating therapeutic referrals: processing and allocating to staff as required
- Administering and setting-up therapeutic groups
- Handling and counting cash donations
- Processing and reporting online payments
- Inputting and updating patient and client related data on our internal database
- Providing administrative support to the Fundraising Team
- Providing out of hours support to volunteer drivers on a rotational basis
- Ensure that all duties are carried out within Ayrshire Cancer Support's policies and procedures
- Completing other duties commensurate with the position / team as requested

Demands of the Role



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Physical

- Sitting for long periods of time
- Using a computer screen and keyboard
- Occasional moving of furniture preparing rooms in centres

Mental

- Intense concentration during recording of patient / client information

Emotional

- Supporting distressed patients / clients who contact or visit our centres
- Regularly dealing with physically unwell patients / clients who may be dealing with the effects of cancer or treatments
- Recording potentially distressing details about patients / clients



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Person Specification

Essential:

- Appropriate administrative / secretarial experience
- IT skills including Microsoft word and excel
- The ability to work under pressure and flexibly as part of a team
- First-rate communication skills
- Excellent attention to detail

Desirable:

- Previous experience of database management
- The ability to think with a logistical mind
- A driving licence and access to a vehicle

Other Requirements:

- Commitment to the values of Ayrshire Cancer Support; delivering Care, Compassion and Kindness with Integrity





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Confidentiality, Data Protection and Safeguarding

We value those we support and our team members who allow us to deliver that support.

Confidentiality is of utmost importance; our expectation is that you will adhere to Ayrshire Cancer Support's policies and procedures in relation to confidentiality, consent and information sharing.

Your privacy is important to us, by submitting the information required in the application process you consent to all your data being processed under the relevant provisions of current Data Protection Acts, and any subsequent changes to Data Protection Acts. Our Privacy Notices are available to view on our website www.ayrshirecs.org

How to Apply



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The deadline for applications is Friday 15th April 2022.

To apply, please submit a covering letter and CV, which demonstrate your suitability for the role, highlighting any relevant experiences and skillsets that demonstrate why you would make a great candidate to join our team.

Please email HR@ayrshirecs.org

If you would like to discuss the role please contact Pamela McTaggart, Head of Service Support,
by telephoning 01563 538008.



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