



Job Title	House Manager
Reporting To	CEO
Salary	£37,500 – £45,000 (dependant on experience)
Contract	35 hours per week <small>(FLEXIBLE WORKING & TOIL POLICIES APPLY AS SOME EVENING & WEEKEND WORK IS INVOLVED)</small>
Location	Edinburgh

Vision

To become Scotland's foremost breast cancer support centre by delivering comprehensive and personalised services that address the emotional, educational, financial and physical needs of patients and their families.

The House of Hope will exist to help people in Edinburgh and the surrounding areas. The centre will be a haven away from the outside world where those who are impacted by breast cancer can be who they need to be in a safe space, whilst offering connectivity, support, and friendship.

Cancer is hard and takes its toll on you and those around you. We aim to nurture, improve the quality of life, and enrich the emotional wellbeing of our users by offering sanctuary and support within a home-like environment at a time when they need it most.

You are more than a diagnosis. The service will be designed to be person centred with the voice of the patients and their families at the heart of The House.

The Role:

This is an exciting opportunity to be responsible for leading the launch, growth and development of professional, effective and accessible breast cancer support services for The House of Hope Scotland.

We have an experienced and passionate board of trustees, working alongside an active network of volunteers. You will report to the Chief Executive Officer and will work closely with our trustees and patient volunteers.

This dynamic role requires an individual who displays strong interpersonal skills and the ability to manage a multi-disciplinary team. The successful candidate must be proactive, adaptive and responsive to the changeable demands of working in a person-centred environment.

You will be the first point of contact for operations within The House of Hope. You will work with the board and CEO to develop the launch operational strategy and programme, overseeing the refurbishment of the building and begin to carve out relationships with service providers and stakeholders.

We need a self-starter who is passionate about supporting those impacted by breast cancer - no two days will be the same.

Signposting and working in partnership with organisations across Scotland who can provide services of benefit to our user group will play another key part in this role. You will support the CEO and trustees with building relationships both across the Scottish cancer network and with potential service providers. We also want to work to increase our networks with health professionals, to help them support their patients.

Within the House of Hope itself and digitally we will provide information and support for those with breast cancer via a direct patient support service. You will help to establish and sustain support groups for breast cancer patients and their families, providing patient information about breast cancer to patients and major centres of breast cancer treatment, and running events (both online and face to face).



This is a unique and exciting role that will allow you to use your skillset to work with us to develop and open The House of Hope Scotland. The CEO, trustees, founders and wider voluntary team will support you at every stage.

Key Responsibilities

Operations:

- Work with the CEO and board of trustees to manage the refurbishment and opening of The House of Hope Scotland.
- Develop and oversee the smooth delivery of the daily operational programming both within The House and virtually.
- Working with the CEO and board of trustees on the creation and implementation of the organisational service delivery priorities.
- Day to day management of operational team members (both paid and voluntary).
- Promote provision of The House of Hope services within hard-to-reach communities.
- Work with the fundraising team to raise funds to support the provision of services.
- Undertake effective monitoring and evaluation of activities and programmes to ensure they remain outcome focused and responsive to client needs.
- Identify, contribute to and lead on any training relevant to continuous professional development and maximise professional development, as well as contribute to the delivery of high-quality cancer support services
- Contribute to the development and implementation of policies and procedures ensuring the professional delivery of cancer support services.
- Participate in regular board meetings and contribute to service planning

Networking

- Contact point for Hospitals/Breast Cancer Units/Cancer Centres. Making them aware of The House of Hope and maintaining a relationship.
- Building contacts with specialist breast cancer nurses, making them aware of The House of Hope.
- Maintaining up-to-date contact database: including Scottish breast cancer departments, cancer centres, regional cancer networks etc.
- Regional contacts with other charities - to build local networks.
- Coordinating periodic mailings of The House of Hope patient information materials to hospitals/cancer centres

Events

- Occasional attendance at/involvement with regional cancer events, health professional and/or patient or well-being events (including taking a House of Hope stand to such events);
- Promote The House of Hope's work through talks and presentations, promoting our brand, identity and ethos in partnership with other colleagues and volunteers.
- Represent The House of Hope at local partnership groups as agreed with the CEO.

Communications

- Social media: Leading the team on increasing social media presence.
- Working with the CEO and trustees on the development of patient information materials both online and in print.

This list is not exhaustive and other duties will be required to be undertaken from time to time to ensure the effective delivery of responsibilities associated with the post.



Personal Profile

	Essential	Desirable
Skills, knowledge and experience	<ul style="list-style-type: none"> ● Health/Social Care/Counselling Qualification ● Demonstrable relevant experience ● Competent IT skills and knowledge of packages such as Word, Excel and Outlook email ● Proven track record in service design, management and evaluation ● Experience in outcome focused service delivery ● Ability to be creative and to innovate ● Experience of giving talks and presentations to a wide range of groups ● Experience of creating/being involved in wider partnerships and multi-agency working at a senior level ● Understanding of the role of the voluntary and charity sectors. ● Experience of line management ● Ability to motivate ● Leadership skills ● Ability to work on own initiative to deliver on competing priorities ● Excellent written and verbal communication skills ● Understand the impact serious illness can have on daily life, and to be empathic and sensitive with all users. ● Working out with normal working hours – at weekends and evenings ● Ability to problem solve and to be creative, positive and flexible. 	<ul style="list-style-type: none"> ● Relevant Qualification in: Cancer/palliative care Counselling Training Management ● Understanding of The Scottish cancer landscape ● Understanding of the role of the voluntary and charity sectors