



Community Connector – Improving the Cancer Journey

Organisation: North Lanarkshire Disability Forum (NLDF)

Hours: 17.5 hours per week

Contract: January 2030, Funding dependent.

Location: Community based across North Lanarkshire

Reports to: Line Manager / Development Manager

Salary: £27500 - £29000 pro rata Real Living Wage (in line with NLDF Fair Work commitment)

Role Purpose

Improving the Cancer Journey programme of work is an established model of community connectors for people affected by cancer including carers. You will join a team of Community Connectors to deliver a person-centred community support, using a holistic needs assessment to offer the best community support for people and their families.

The role offers practical help, empowerment and early intervention support. It also plays a key part in improving mental wellbeing, reducing isolation, supporting smooth discharges from hospital, and linking individuals to sustainable long term community supports.

As a Mac Professional, the right candidate will have access to training and resources through Macmillan Cancer Care.

Skills and qualities

- Commitment to co-production and amplifying lived experience in service design.
- Ability to build trust and work collaboratively with individuals, families, and partner agencies.
- Awareness of inclusive communication methods and accessibility needs.
- Confidence in gathering feedback and contributing to continuous improvement across NLDF's priorities.

Key Responsibilities

Direct Support

- Offer a holistic needs assessment to gather information to ensure appropriate support.
- Delivery of a light touch service, referring and signposting onto helpful community and statutory services.
- Supporting people to learn about groups/activities and supports in their local community.
- Provide basic IT support to build digital confidence (e.g., online food shopping, accessing information).
- Support individuals to manage basic paperwork and appointments to help build confidence.

Wellbeing, Empowerment & Pathways

- Identify appropriate supports, including other NLDF projects such as Carer Breather, Improving Lives Initiative and Brew and Blether.
- Support individuals to link with local services and activities to reduce loneliness and encourage community engagement.

Collaboration & Coordination

- Work autonomously across North Lanarkshire, managing your own caseload and rota.
- Collaborate with internal colleagues to support seamless referrals and handovers.
- Utilise existing pathways to ensure smooth transitions between services
- Work alongside volunteers (administrative or practical), offering guidance and peer support.

Safety, Professionalism & Administration

- Maintain accurate records of visits, wellbeing check ins and outcomes.
- Work to trauma informed principles, and NLDF policies
- Ensure safeguarding, boundaries and confidentiality are always upheld.
- Participate in training, supervision, debriefing and reflective practice.

Expected Outcomes of the Role

- Improved mental wellbeing for individuals supported.
- Reduced pressure on statutory services through early intervention.
- Increased community engagement and uptake of supports.

- People feel supported, empowered and informed.

Person Specification

Criteria	Essential	Desirable
Qualifications		SVQ Level 3 in Social Care or equivalent qualification Additional relevant training
Experience	Experience supporting adults affected or living with cancer and/or long-term conditions either in a work or personal capacity.	
Knowledge	Understanding of challenges faced by people and families affected by significant health diagnosis.	Knowledge of NL community resources
Skills & Qualities	Empathy, patience, communication, autonomy, ability to apply appropriate boundaries Basic IT support skills	
Other Requirements	PVG, travel across NL, Driving license is essential	

Mileage is paid at 0.55ppm.

Application notes

Please send a copy of your CV and a cover letter which demonstrates how your experience, knowledge and skills fulfil the requirements of the post. This should be sent to gerry@nldforum.org.uk.

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