



**National Peer Support  
Coordinator**

**tackle**  
prostate cancer

# What you need to know about this role:

**Job title:** National Peer Support Coordinator

**Responsible to:** National Support Development Manager

**Duration:** Until 01 September 2024 (with potential of extension depending on funding) **Location:** National (working from home with some travel)

**Working Hours:** Full-time (flexible, working minimum of 35 hours/per week)

**Salary:** £25,000 per annum (out of London)

**Start date:** 2nd October 2023

## About Tackle Prostate Cancer:

Would you like to be part of a Charity that helps support men's health and improves user involvement in cancer care?

We are the only patient-led, UK-wide charity representing people with Prostate Cancer and those who care for them. Through our national network of support groups we unite, guide & hero those living with or affected by Prostate Cancer.

We understand that everyone's prostate cancer journey is different, which is why we have built a community who listens to their worries, provides them with useful information and points people in the direction that's best for their needs. We're here to normalise conversations and ensure those affected by prostate cancer feel supported through every step of their prostate cancer journey.

The charity is made up of a federation of autonomous local support groups (members), over 100 that are geographically dispersed. We are a small but ambitious charity supported by a national support development manager and a group of sub-contracted specialists. Our Board of Trustees whilst volunteers are hands on in the day-to-day operations and strategic direction of the charity.

Our vision is to enable the growth of peer support groups across the country, ensuring the needs of people living with and affected by prostate cancer are met, and their voices are heard.

## Tackle's Peer-to-Peer Support Service:

Our Peer Support Service provides support to our 100 local member groups through education, resources, small grants, and networking opportunities. This includes delivering an annual national conference, monthly group leaders networking, peer to peer coaching sessions, equality, diversity and inclusion training to name a few.

# What you need to know about this role:

This year we joined forces with Prostate Cancer UK, making Tackle the sole national membership body and point of support for local prostate cancer support groups. Prostate Cancer UK will formally endorse and co-brand Tackle's support group offering, stepping back from direct relationships with support groups.

- Tackle will maintain a network of a minimum of 80 active, engaged support groups with a good geographic spread, including the devolved nations.
- Prostate Cancer UK and Tackle will collaborate on identifying key underserved regions and populations, so that Tackle can proactively seek to establish and develop support groups in these areas.
- Tackle will support group leaders to run sustainable, effective, and equitable support groups for their local population.

## About the role

With the expansion of our peer support service we are looking for a **National Peer Support Coordinator** to work with our National Support Development Manager and Board of Trustees to deliver an exceptional peer support service for our members across the UK.

We are seeking a confident and hardworking individual with experience in the charity sector and ideally peer-support. You are a team player, pro-active and able to work with minimum supervision. You will be able to hit the ground running; taking ownership of some of our existing peer support activity whilst taking on new programmes of work. You will be a professional, people person, be creative about seeking new ways of working, and enjoy networking to build relationships. You demonstrate a commitment to diversity and inclusion with an empathic and non-judgemental approach to working people. A willingness and availability to work evenings and occasional weekends is desirable.

## Your job responsibilities:

1. Maintain regular contact with Support Group Leaders providing high quality information and support in an empathic and professional approach via telephone, email, letter and social media platforms to Group Leaders and Volunteers to enable the effective running of their support groups
2. Send out promotional and information materials to Support Group Leaders as required
3. Identify and develop appropriate training for Support Group Leaders and deliver training or source training support where relevant to enable volunteers to meet charity's strategic objectives
4. Refresh and update the Members Portal on the Tackle Prostate Cancer website, ensuring that all information and documents uploaded is useful to Group Leaders
5. Provide support for the activity, including developing and promotion of existing Support Group Leaders Network meetings
6. Provide support for Regional Networking Events, Annual Conference, and other events as appropriate.
7. Work closely with the National Support and Development Manager to build new elements to our services and develop projects for support

## Other Duties

1. Deliver reports on the progress and impact of our peer support service offers.
2. Accurate and timely data capture of service caller and key stakeholder inquiries.
3. Manage and maintain the membership database, ensuring all relevant data is captured and up to date.
4. Attend relevant meetings and training as required.
5. Support and promote the work in accordance with the values and policies of Tackle Prostate Cancer.
6. Carry out any other duties commensurate with the post, as agreed with your line manager.
7. Carry out of all the above with an understanding of and commitment to inclusion, equal opportunities, and diversity.

## What you'll need to demonstrate:

- Relevant professional qualification or equivalent work experience.
- A solution focused team player with a positive, can-do mindset.
- Proven experience of supporting volunteers in community settings with an emphasis on understanding and working with people living with cancer.
- Excellent time management skills.
- An understanding of cancer care, palliative care or related specialist area.
- An ability to put people at ease and a true enjoyment of working collaboratively with colleagues and external stakeholders.
- Excellent written, verbal and visual communications with brilliant attention to detail.
- Understanding of researching, mapping and unlocking community assets that support service delivery and signposting.
- A strong commitment to ensuring outcomes and impacts of services are evidenced through high quality data collection.
- Excellent administration and IT skills.
- Ability to work virtually and on your own initiative and manage a complex and varied workload to successfully meet project deadlines and targets.
- A real commitment to equality, diversity and inclusion within your role.
- Right to work in the UK.

## How to apply:

Please email [jobs@tackleprostate.org](mailto:jobs@tackleprostate.org) a CV along with a word document or pdf with answers to the following five questions:

1. Why you want to work for Tackle Prostate Cancer as National Peer Support Coordinator
2. How your skills and experience make you well suited for this role? (max 250 words)
3. A part of this role is face-to-face outreach and community engagement -how would you approach this? (max 250 words)
4. What are you most proud of in your career so far? (max 250 words)
5. What do you think your 'superpower' is working with volunteers? (max 250 words)

Please note, we will not shortlist candidates who do not include both CV and question responses.

**Application deadline: Monday 21 August by 10am**

**Interview dates: w/c 28 August 2023**

# What it means to work at Tackle:

## Our vision:

To become the 'go to' charity for peer support

## Our mission:

To enable the growth of peer support groups across the country, ensuring the needs of people living with and affected by prostate cancer are met, and their voices are heard.

## Our values:

Stating core values just proves who a company wants to be, actions and behaviours who a company is.



### Compassionate

Supporting others empathetically, valuing diversity and always being there for those that need us



### Inclusiveness

We embrace diversity and work to ensure the needs of all people are met regardless of their economic status, heritage, gender or sexual orientation



### Dedicated

Passionately delivering support for our members, grounded in our lived experiences and professional expertise



### Integrity

A trusted partner operating in an honest, ethical and responsible way

# What we can offer you:



## Flexible working:

- We operate flexible working practices which include working from home, varying start and end times of the working day, compressed hours and variable contract hours through the year.



## Pay and pension:

- You'll be eligible and auto-enrolled into a pension scheme - Current employee contributions are 5% and we will contribute 3%.



## Family:

- Our policies include compassionate, dependents, carers and bereavement leave that support the lives of employees who have additional commitments.



## Holidays:

- 25 days annual leave, plus bank holidays (1 Jan to 31 Dec).
- We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.



## Expenses and allowance:

- You will be provided with a working from home allowance allowing you to purchase necessary items to ensure a safe and comfortable working environment. A laptop and mobile phone will be provided to you. All worked related travel and subsistence expenses will be reimbursed as per our expense policy.



## Learning and development:

- We are keen to develop and enhance the learning experience during your time at Tackle, and we are proud to offer many learning opportunities.



# Our recruitment process:

As a charity we want to hire the best people to support our vision and mission. People who are values led, high performing and really passionate about doing their best for our local support groups.

We will guarantee interviews to any candidates with experience of Tackle Prostate Cancer (either of being a member of a peer support group or a group lead) who demonstrate that they meet the essential skills and experience outlined.

We welcome applications from people from all sections of the community, irrespective of race, colour, sex, gender identity, age, disability, sexual orientation, religion or belief.

Tackle is committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives, and we encourage applicants from those groups currently under-represented in our organisation and sector.

## Standard clauses:

- The post holder must at all times carry out their responsibilities with due regard to Tackle's Equal Opportunities Policy and Safeguarding Policy. The post holder will be expected to complete a successful Disclosure and Barring Service (DBS) check.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times. The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.

**Note:** This job description is not exhaustive. Tackle reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed in this document.

Any substantial or major changes will be negotiated with the post holder.

**Tackle Prostate Cancer is the campaign name of The National Federation of Prostate Cancer Support Groups Charity Registration N° 1163152**

**Registered Office: 124 City Road, London, EC1V 2NX. A Company Limited by Guarantee. Registered in England N° 9672970**