The Nightingale Line Worker Job Description

Job Title:	**Link Worker (Improving Cancer Journeys, Enfield)**
Salary:	£31,708 per annum
Working Hours:	37.5 hours, Mon-Fri
Contract Type:	Full Time, Fixed-Term (2 Years), with option for 2 x 6-month extensions, subject to programme funding being confirmed
Reports to:	Programme Manager (Improving Cancer Journeys, Public Voice) with a dotted line to Head of Client Services, The Nightingale Cancer Support Centre
Based:	At The Nightingale Cancer Support Centre with some hybrid working, including regular presence in the community

About The Nightingale Cancer Support

The Nightingale Cancer Support Centre is local charity that has been supporting local people with cancer for almost 25 years. Our mission is simple; to improve the quality of life by helping people cope with and come to terms with a cancer diagnosis and all the changes that come with it. Our services are free to anyone diagnosed with cancer living, working or being treated in the Borough of Enfield.

The Nightingale Cancer Support has been commissioned to deliver Improving Cancer Journeys (ICJ) Programme, in partnership with Public Voice, funded by Macmillan Cancer Support. The programme aims to ensure that people affected by cancer have equitable access to personalised, holistic support that addresses their practical, emotional, financial and physical needs. In doing so, the programme seeks to enable residents to remain well, stay engaged with treatment and achieve the best possible quality of life. The programme has been developed through a partnership of North Central London Cancer Alliance (NCLCA), UCLPartners, NHS and local authority partners, community organisations and Macmillan Cancer Support, with funding hosted by University College London Hospitals NHS Foundation Trust (UCLH) on behalf of the partnership.

The role

We are a looking for a Link Worker to support the delivery of the ICJ project in Enfield.

Reporting to the Programme Manager at Public Voice and with a dotted line to the Head of Client Services at The Nightingale, you will assist in the setup of the project and thereafter the continuing development of the project whilst providing non-clinical personalised information, advice, and support for people living with and beyond cancer, including their families and carers. You will signpost and refer clients to activities and services which will support their needs.

Your role will require you to develop strong working relationship with: General Practice (GP) and their Multi-Disciplinary Teams (MDT) including Social Prescriber Link Workers,

and other health professionals across the cancer pathway; Secondary Care, Council and Voluntary Sector Services.

You will deliver proactive, holistic,1-1 support with people living with or beyond cancer as part of a wider project to improve the equity of support provided to those living with and beyond cancer from point of diagnosis. You may also be involved in convening and contributing to the running of client focus groups, and training sessions. You will be based at The Nightingale in Enfield and will also work remotely, in patient homes and community locations across Enfield.

About You

We are seeking a candidate with a background of community outreach work, and experience of supporting a diverse range of people by delivering a consistent quality of service. You will have experience of providing person-centred support, holding enabling client conversations, and delivering clear and accurate information and signposting.

You will have a good understanding of the benefits of motivating, empowering, and supporting people to achieve goals – while ensuring the focus is on what matters to them. Knowledge of the impact and causes of Health Inequities as these relate to cancer would be helpful, as would some experience of co-producing goals/ solutions with clients.

The successful applicant will value equality, diversity and inclusion, and will be enthusiastic about promoting these principles in their work. You will be non-judgemental, warm, empathic and respectful of others. You will be an excellent listener, a confident and articulate communicator. You will be a highly organised problem solver who is able to work independently and efficiently manage your own caseload.

Job Summary

Main duties:

1. Providing person-centred holistic support work
2. Engaging appropriate clients and maintaining a client caseload
3. Adhering to process and procedures for multiple referral pathways focussed on best use of capacity and resource
4. Ensuring quality standards are implemented and observed, including safeguarding
5. Abiding by guidelines and systems to collate and accurately input data as required by the project
6. Building collaborative working relationships with The Nightingale internal staff and services as well as the ICJ team at Public Voice in Haringey
7. Supporting the Programme Manager to establish a network of relationships with voluntary sector organisations and other relevant stakeholders, to ensure their

services are open to and supportive of people living with and beyond cancer and their families
8. Engaging in training and upskilling towards continuous improvement of the service
9. Supporting the Programme Manager to deliver outreach activities across the local community
10. Carrying out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.
11. Promoting the work of The Nightingale Cancer Support to the wider Enfield community.

Values and behaviours

1. Abiding by The Nightingale's policies and procedures, and ensuring they are understood and applied in our work
2. Warmth, empathy and respect for others
3. Promote equality and value diversity
4. Creative problem solver, and solution-focused
5. Effective team member.

Person Specification			
Qualifications	**Essential**	**Desirable**	
Background in health / social care or working with vulnerable / isolated people	E		
Experience working in information, advice, and guidance, or similar role		D	
Experience			
Experience of working in an urban multi-cultural area	E		
Experience of working with communities that are seldom heard	E		
Experience of motivating, empowering, supporting people to achieve goals		D	
Experience of communicating with a wide range of stakeholders		D	
Knowledge			
Some understanding of health and social care systems, and the voluntary sector	E		
Good understanding of Data Protection/GDPR compliance and the importance of confidentiality and protection of data	E		
An understanding of adult Safeguarding issues	E		
Understanding of the impact of a cancer diagnosis and of the types of non-medical/ non-clinical support people may need.	E		
Skills			

Able to follow processes and systems when accepting referrals, assessing clients, developing action plans, following up and recording and reporting of data	E		
Intermediate IT skills - Microsoft Office / O365, including Word, Outlook, Excel, PowerPoint, OneDrive, Teams and Zoom.	E		
Good organisational skills, and time management	E		
Good interpersonal skills and effective team player	E		
Excellent spoken and written communication skills, able to negotiate, build relationships, advocate for people and inspire others	E		
Resilient and confident, able to work in a busy environment, sometimes under pressure	E		
Ability to communicate with people who may have communication difficulties		D	
Other			
Trained in person-centred support		D	
Experience of working with or supporting people with mental health		D	
Experience of working with volunteers		D	
Competency communicating in a relevant second community language would be desirable		D	
Understanding of and commitment to mission and values of The Nightingale	E		

How to apply
To apply for this role, send your CV and Covering Letter to The Nightingale CEO, Meral, at meral@nightingalesupport.org.uk.

Equality, diversity and inclusion
The Nightingale Cancer Support Centre are an equal opportunities employer. We welcome applications from appropriately qualified people from all sections of the community.

The successful candidate will be subject to an enhanced DBS check and references will be required.