

# INFORMATION PACK



Hunter Cancer HUB Support Coordinator



## About Canteen

We get it. Just when life should be full of possibilities, cancer crashes into a young person's world and shatters everything.

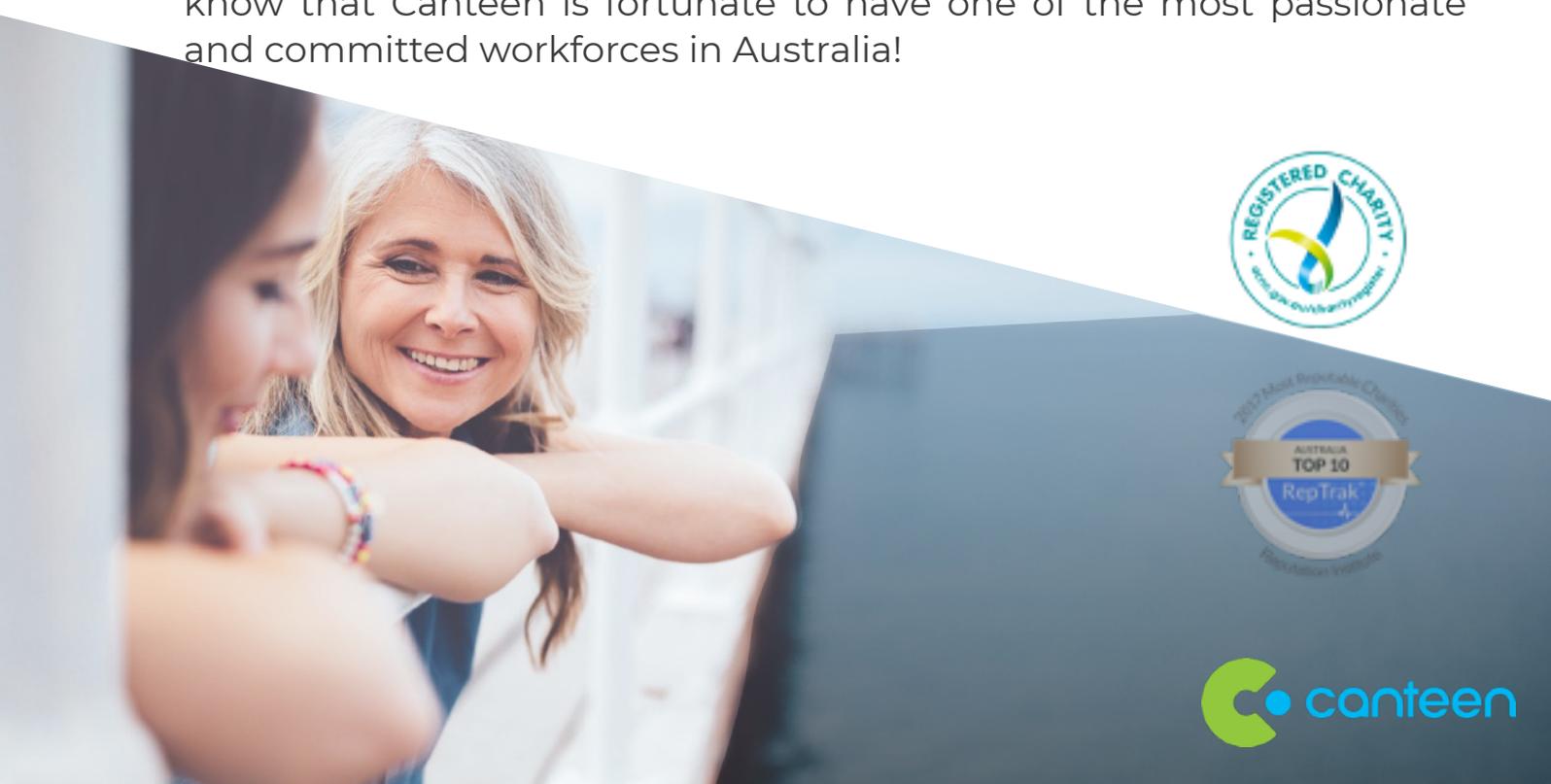
We help young people cope with cancer in their family. Through Canteen, they learn to explore and deal with their feelings about cancer, connect with other young people in the same boat and if they've been diagnosed themselves, we provide specialist, youth-specific treatment teams.

No matter which role you are in, volunteering with Canteen is a chance to support young people rebuilding the foundations that crumbled beneath them when cancer turned their world upside down.

Canteen is one of the most highly regarded not for profits in Australia (4<sup>th</sup> in fact) with one of the most recognisable brands across the country (who doesn't know about the bandanna!).

Volunteering with Canteen is an inspiring, rewarding and purposeful experience that really enables you to be at your best. Canteen has a passion for all things people and are continually working on ways to make our organisation an even better place to work. We have a culture we are proud of and want to find more people who share our commitment, enthusiasm and passion!

Through our regular staff and volunteer engagement surveys, we know that Canteen is fortunate to have one of the most passionate and committed workforces in Australia!



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# Job Details



## Job Title

Hunter Cancer HUB  
Support Coordinator



## Location

Newcastle



## Job Type

Volunteer



## Reports to

Area Manager



## Direct Reports

None



## Closing Info

30/09/2022

# Benefits of Volunteering with Canteen

Volunteers are an essential part of our front facing service delivery and success - we could not do it without you!

Canteen not only offers volunteers the opportunity to make a difference in the lives of Young People Living with Cancer but provides you many other benefits such as:

- Developing new skills to help progress your professional career
- Receiving training and professional development
- Being part of a positive, ambitious and high performing team
- Developing a professional network
- Having the opportunity to provide feedback regarding your experience
- Fun and enjoyment
- Sense of purpose and 'giving back'

## Role Specifics

### **Key working relationships**

Reporting to and supported by the Canteen Area Manager of the Newcastle Office, you will work alongside several stakeholders, including the broader Canteen service team as well as partner organisations at The Hunter Cancer Hub along with external clinical and health professionals.

### **Overview**

The Hunter Cancer Hub is an exciting new project, made possible by The Newcastle Permanent Charitable Foundation, launched in early 2022 that will act as the central point between those who are impacted by cancer and support services.

The Hunter Cancer Hub (HCH) Support Coordinator will play a pivotal role in supporting families and individuals who approach The Hub for support. Acting as the first point of contact for many, you'll be required to orient visitors and information seekers to The Hub by identifying presenting issues, providing information, and linking them through to support services at The Hub that can meet their needs.

Additionally, you'll foster a sense of community whilst simultaneously, playing an instrumental role in helping hospitals ensure their patients are well supported beyond treatment. Where required, the Support Coordinators will advocate for the meeting of those needs and assist with coordinating the actions of multiple treatment and support providers

The HCH Cancer Hub Support Coordinator will gain exposure to a variety of services and build a clearer understanding of the industry through the many stakeholders they will engage. With this being a relatively new role within this new project, the person taking on this role will help to shape what and how the function evolves.

## Duties and Responsibilities

- Assessing needs and directing inquiries to appropriate Cancer Support Services
- Supporting clinical and other services
- Engaging with Health Professionals
- Administrative tasks to support the intake of clients
- Assisting in data collection
- Responding to phone and email enquiries
- Welcoming individuals and visitors to The Hunter Cancer Hub
- Liaising with families at Monthly Open Days (4pm – 6pm)

## Essential

Tertiary qualification in social work, psychology, counselling or nursing with demonstrated experience in supporting individuals or families through adversity.

- Tertiary qualification in social work, psychology or nursing with demonstrated experience in delivering case management and/or clinical intervention within child, youth or health focused settings.
- Background in supporting young people and families impacted by complex or life limiting illness and navigating the complex health system.
- Outstanding networking and communication skills.
- Adaptability
- Confident computer literacy and comfort learning new systems
- Excellent communication skills, high relatability, and empathy

## Outcomes

In this role you will learn about:

- stakeholder management
- the Not For Profit industry
- Data collection, collation and visualisation
- Marketing fundamentals

## Hours of Work

As a guide, you should assume the role will require the equivalent of 3-4 hours one day per week for 6 months.

## Pre-Engagement Checks

As Canteen's work involves staff being in direct contact with children and young people, all staff, whether paid or unpaid are required to complete police and working with children checks, relevant to the state in which they will be engaged. Canteen also requires all staff, paid or unpaid to be fully vaccinated for COVID-19.

Canteen will conduct at least two reference checks on successful applicants and may also require proof of any professional qualifications stated on an application.

## General Information

All staff, whether paid or unpaid are required to adhere to Canteen's Human Resources Policies during the course of their engagement.

Canteen is an equal opportunity employer.