

JOB DESCRIPTION

Job Title:	Advocacy Lead
Department:	Support, Policy and Insight
Reporting to:	Advocacy and Advice Senior Manager
Location:	Home based, Head Office

PURPOSE OF ROLE:

To support with the development of our Advocacy offer, ensuring that people affected by cancer are supported and empowered to express their views and stand up for their rights in relation to the care and support they receive through diagnosis and treatment. We anticipate this will involve a three-to-six-month period of scoping, designing and planning our work in this space, whilst developing a deeper understanding of advocacy services available through third party organisations.

To monitor trends in concerns that are raised, in order to support Tenovus Cancer Care address systemic issues that are a barrier to people receiving good treatment and care. The role will have day-to-day oversight and development of our fast-developing self-advocacy work, ensuring that we reach as many communities as possible.

MAIN DUTIES AND RESPONSIBILITIES

- Scope advocacy provision in Wales to ensure we maximise referral opportunities into organisations providing case work advocacy services.
- Lead and implement Tenovus Cancer Care's Self-Advocacy offer to ensure people are equipped with information to make informed decisions about their care.
- Develop relationships with NHS stakeholders to better understand their obligations under the Putting Things Right Framework.
- Keep abreast of current and new relevant legislation and policy guidance to ensure Tenovus Cancer Care is kept updated on emerging requirements in this space.
- Work with partners to review trends regarding complaints. Collaborate with Tenovus Cancer Care's Insight and Policy colleagues to develop policy calls to bring about changes within these identified thematic areas.
- Work closely with the Community Engagement team to reach diverse communities to ensure that people feel empowered to take ownership of their own treatment and

care journey or are signposted to direct advocacy support through a partner organisation should they wish to raise an official concern

- Work alongside Policy and Public Affairs colleagues to build relationships with MP and MS offices to support any cancer casework that they receive.
- Assist and support the Senior Advocacy and Advice Services Manager to make a success of this venture.
- Liaise with support services staff to identify people affected by cancer who wish to raise a concern regarding their treatment or care and manage those referrals to other organisations effectively.
- Liaise with our Communication and Marketing team to develop assets to support the implementation of our Self-Advocacy offer.
- Create and maintain comprehensive records, plans and reports and provide access to them as required.
- Work with the data teams to develop a way of capturing advocacy data on our CRM systems and help to drive the performance of the service through effective use of this data.
- Develop training resources for staff and volunteers to be able to speak confidently about our Self-Advocacy offer.
- Alert safeguarding leads within Tenovus Cancer Care should any issues or interactions become of concern.
- Work closely with our All-Wales Cancer Community to both encourage new members and as a resource to identify any barriers for people affected by cancer to accessing advocacy support.

Prepared by: Lowri Griffiths

Date Prepared: January 2025

PERSON SPECIFICATION PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		
Experience of working with a range of different organisations	●	
Strong track record of designing and delivering successful advocacy programs or equivalent projects	●	
An understanding of health and social care systems and the needs and issues faced by people accessing these services	●	
Understanding and knowledge of the complaints processes for both the NHS and local authorities and the responsibilities of both organisations under their internal protocols	●	
Experience of identifying and engaging with a wide range of stakeholders	●	
Experience of delivering projects, including insight and data gathering, to strict deadlines	●	
Good understanding of equal opportunities issues and the barriers faced by those affected by cancer	●	
Experience of working with a diverse range of people		●
Experience of working and/or understanding the needs of seldom heard groups e.g. digitally excluded		●
Skills, Aptitudes & Abilities		
Excellent communication skills both verbal and written	●	
Excellent organisational skills, including multitasking and time-management with the ability to prioritise tasks and meet deadlines	●	
Good insight and data collation skills with the ability to input, retrieve and analyse data to inform the development of policy positions and reports	●	
Problem-solving skills and the ability to think critically under pressure.	●	
A team player, also able to work independently and on own initiative	●	
Ability to problem solve with minimum supervision	●	
Ability to communicate through the medium of Welsh – or willingness to learn Welsh		●

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation ('GDPR')

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to cooperate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Integrity, Supportive, Inclusive, Innovative and Collaborative. All employees are expected to demonstrate and reflect these values in their day to day activities.