



RCN No: 20054007

CHY No: 15556

## Client Services Manager

**Hope Cancer Support Centre CLG provides a wide range of supports to people affected by cancer at our Support Centre based at 22 Weafer Street, Enniscorthy, Co. Wexford.**

**We are now seeking applications for a Client Services Manager to join our team.**

<b>Location of Post:</b>	Hope Cancer Support Centre CLG, 22 Weafer St, Enniscorthy, Co. Wexford Y21 A592.
<b>Purpose and objectives of the post:</b>	To manage and coordinate the provision of services provided by the Hope Cancer Support Centre CLG.
<b>Working hours</b>	28 hours per week (4 days)
<b>Salary:</b>	€43,680 per annum.
<b>Person Specification</b>	
<b>Essential:</b>	<p>Candidates must, on the latest date for applying for the office:</p> <ul style="list-style-type: none"> <li>• Hold an Allied Health Professional Qualification and be entitled to be registered with the Health Professional Council (HPC) or be entitled to be registered with the Nursing and Midwifery Board of Ireland.</li> <li>• Have a minimum of three years managerial experience in a health related setting.</li> <li>• A strong proven record at management level with good leadership and interpersonal skills.</li> <li>• Very good IT Skills and working knowledge of CRM systems.</li> </ul>
<b>Desirable:</b>	<p>The following qualifications/experience would be desirable but not essential:</p> <ul style="list-style-type: none"> <li>(a) Have experience in an Oncology setting.</li> <li>(b) Hold a third level management qualification.</li> </ul>
<b>Personal development:</b>	Engage in a process of continual learning and maintain a commitment to further education and training.
<b>Reporting arrangement:</b>	Reports to the General Manager of Hope Cancer Support Centre CLG.

	<b>Job Description</b>
<b>Main duties and responsibilities:</b>	<p><b>Routine duties:</b></p> <ul style="list-style-type: none"> <li>• Conduct on-going reviews of client files, including approval of extensions of therapies and counselling, to ensure compliance with best practice in record keeping and in line with data protection legislation.</li> <li>• Planning of support group and programme schedules and working with an assigned client services coordinator on recruitment of clients to same.</li> <li>• Checking the therapy rooms ahead of the day's services and group sessions.</li> <li>• Approval of monthly invoices from contracted therapists/counsellors.</li> <li>• Review and approval of monthly staff timesheets and leave.</li> </ul> <p><b>Line Management:</b></p> <ul style="list-style-type: none"> <li>• Provide line management to client services coordinators, contracted therapists/counsellors, receptionist and centre volunteers. Recruitment of same in conjunction with the General Manager and Administration Manager.</li> <li>• Ensure that all client services coordinators, staff, contracted therapists/counsellors and others involved in the provision of services to clients, work within their scope of practice and competencies.</li> <li>• Arrange multi-disciplinary team meetings to review client's provision of care.</li> <li>• Ensure that appropriate supervision is in place for all staff and therapists/counsellors engaging with clients on a regular basis, through regular meetings and external supervision.</li> <li>• Complete annual staff performance reviews.</li> </ul> <p><b>Reporting:</b></p> <ul style="list-style-type: none"> <li>• Provide bi-monthly activity reports to the Board of Directors in relation to on-going service provision.</li> <li>• Review monthly reports and statistics that are submitted to the I.C.S. and N.C.C.P.</li> <li>• Provide client services report for publication in the annual report.</li> </ul>

	<p><b>Development and Delivery of Services:</b></p> <ul style="list-style-type: none"> <li>• Provide leadership in the development and delivery of services in line with National Cancer Control Programme (NCCP) Best Practice Guidance for Community Cancer Support Centres (2nd edition).</li> <li>• Manage and co-ordinate the delivery of services and programmes within a multi-disciplinary framework.</li> <li>• Oversee the development, implementation and evaluation of programmes of care including review and update of client services policies.</li> <li>• Develop and manage outreach hubs and plan periodic information sessions in conjunction with the General Manager.</li> <li>• Maintain up to date knowledge of developments in cancer treatments and research for the improvements of standards in the centre in line with NCCP recommendations.</li> <li>• Liaise with other health professionals including GPs, Palliative Care, Social Workers, Public Health Nurses, Túsla, Primary Care Team and other support services in the Community.</li> <li>• Represent the Hope Cancer Support Centre with the Alliance Network and external organisations as requested by the General Manager.</li> </ul> <p>The Client Services Manager will liaise closely with the Administration Manager concerning relevant administration matters.</p> <p>The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post. These may be assigned to him/her by the General Manager as required.</p>
<p>If you are interested in this exciting opportunity, please email your C.V. and cover letter for the attention of the General Manager, Hope Cancer Support Centre to <a href="mailto:denise@hopesupportcentre.ie">denise@hopesupportcentre.ie</a> For informal enquiries, please phone 053 9238555.</p> <p><b>CLOSING DATE FOR APPLICATIONS: Friday 21<sup>st</sup> June 2024.</b> Interview Day: Tuesday 9<sup>th</sup> July 2024. Only shortlisted candidates will be invited for interview.</p>	
<p style="text-align: center;"><i>Hope Cancer Support Centre CLG is an Equal Opportunity Employer</i></p>	