

Sweet Louise

Support Coordinator

Position Description



Position Title	Support Coordinator Member Services	Reports to	Head of Member Services
Scope	North Island	Location	Home / mobile worker
Department	Member Services	Hours	2 days per week

Purpose:

To help improve the lives of women and men in NZ living with incurable breast cancer.

Background:

For 17 years, Sweet Louise has led the support for those living with incurable breast cancer in New Zealand.

Sweet Louise is the only charitable organisation in New Zealand dedicated to supporting women and men living with incurable breast cancer. We are here to help those living with incurable breast cancer to do so as well as possible for as long as possible. Sweet Louise does this by providing practical, emotional, and social support to its members. A Sweet Louise member is someone living with incurable breast cancer. Membership is free, as is the ongoing support and services on offer through Sweet Louise.

We currently support around 770 members with an incurable diagnosis, of which around 650 are based in the North Island and 120 in the South Island. These roles will provide support for two to three days per week. The number of members and hours per week may be reviewed as demand for support services changes.

Main Tasks and Responsibilities:

- Facilitate
- Connect
- Refer
- Signpost

By

- Managing a caseload of Sweet Louise members and maintain regular contact.
- Identifying needs of members and refer to Sweet Louise services, or external providers as appropriate. A new framework for delivery is under development.
- Delivering appropriate Sweet Louise services to our members in a caring and effective way.
- Organising and facilitate member meetings in your region, which may include arranging venues, catering, speakers, volunteers, and transport.
- Welcoming, register and assess/confirm eligibility of new members for Sweet Louise services.
- Providing support, information, and signpost members as appropriate to meet the holistic wellbeing needs of the member.
- Establishing and maintain relationships with relevant external healthcare professionals and agencies including providers of services for breast cancer patients such as government agencies and social service providers.

- Recording and administer confidential member file notes, and correlate member feedback.
- Liaising with current and potential Sweet Louise service providers, volunteers, and supporters as appropriate.
- Keeping up to date with and share new developments in breast cancer care, treatment and support networks with members and the Sweet Louise team.
- Working as part of the broader Sweet Louise team, 'hands on', flexible to take on other tasks as requested.

Person Specification:

Experience / Knowledge	<p>Experience in a not for profit or health care organisation. Track record of building strong relationships and inspiring people. Exceptional communication skills. Knowledge of cultural issues around health. Implement best practice innovation to best support members. Working in oncology or palliative care environment an advantage</p>
Personal Attributes	<p>Empathy. Compassion. Self-motivated –works on own initiative and self-management. Ability to nurture people. A strong alignment with the purpose of Sweet Louise. Understands professional boundaries</p>
Qualification/ Education	<p>Health care navigator, with experience in building therapeutic professional relationships. Health care support worker with experience in building therapeutic professional relationships.</p> <p>Desirable but not essential: Allied health professional Registered Nurse</p>
Core Capabilities	<p>Strong organisation skills. Able to manage own workload and prioritise tasks. Ability to work flexibly to meet Sweet Louise’s member and organisational needs. Ability to work within a team and independently. Full driving license and ability to travel including being away from home for short periods as workload requires.</p>