

JOB DESCRIPTION – TEAM MEMBERS



Cancer Council is Australia's leading cancer charity; uniting the community, investing in research, supporting people and saving lives. The values underpinning our work are innovation, responsibility, courage and collaboration.

JOB TITLE:	Cancer Council Liaison – Western Sydney LHD		
REPORTS TO:	Lead, Cancer Council Liaison Service	UNIT & DIVISION:	Direct Cancer Support, Cancer Information and Support Services

ORGANISATIONAL CONTEXT:

We believe in a cancer free future. Together with our community, we work tirelessly across every aspect of cancer from prevention and early intervention to world-class research, transformation information and support and bold advocacy.

Our guiding principles are the foundation for ongoing strategic decision making across the organisation.

- **We are evidence based and focused on impact:** Our work is informed by research, evidence and data, and we prioritise activities with the greatest impact.
- **We are community focused:** We put people at the centre of what we do and how we do it. We develop long-lasting relationships with our communities.
- **We strive for equitable cancer outcomes:** We are committed to addressing disparities in those disproportionately affected by cancer.
- **We work where we are effective and best placed to lead:** We prioritise our efforts based on our expertise, and we partner with others to maximise impact and reduce duplication.

The Cancer Information and Support Services (CISS) Division aims to empower and support people affected by cancer, so that no-one need face cancer alone. This Division assists people as they navigate the cancer journey, easing their emotional and practical burdens and helping them make informed decisions.

Based in cancer centres across NSW, Cancer Council Liaisons provides information, service navigation and emotional support to people affected by cancer. The positions are established in partnership with Local Health Districts.

KEY PURPOSE:

Working alongside the cancer services team in Western Sydney LHD, the key purpose of the Cancer Council Liaison position is to provide face to face information, service navigation, and emotional support to people affected by cancer. The position complements the existing cancer services and ensures that people have access to cancer information and services in the right place, at the right time.

KEY ACCOUNTABILITIES:

- Provide cancer patients and/or carers of Western Sydney LHD with information and navigation to hospital and community-based cancer services.
- Provide short-term emotional support to patients and/or carers affected by cancer.
- Build strong and effective relationships with oncology health professionals at Western Sydney LHD to establish referral pathways to and from the health service and ensure the scope of the Liaison role complements existing services.
- Keep oncology health professionals informed about supportive care programs and services, and patient outcomes.
- Implement communication strategies to raise the profile of CCNSW supportive care programs and services and establish CCNSW as a trusted, evidence-based organisation.

- Work closely with other community cancer service providers to reduce duplication and connect patients to the most appropriate hospital based, local and out of area supportive care programs and services.
- Identify the opportunities to improve access to supportive care programs and services for Western Sydney LHD patients and their families/carers, focusing on population groups experiencing poorer cancer outcomes.
- Undertake quality assurance and service training in CCNSW's 131120 Information and Support phone line and be willing to provide flexible support to the 131120 service.
- Use Cancer Council's Client Relationship Management and reporting systems to collect agreed minimum data and report against key performance indicators.
- Attend all training, development and organisational engagements opportunities as required by both CCNSW and Western Sydney LHD.
- Demonstrate a client centric culture by actively working to improve our understanding of client needs and enhance the client experience across our staff and services.
- Work Health and Safety
 - Follow all Cancer Council health and safety policies and procedures
 - Report all known or observed hazards to Manager or Supervisor
 - Take reasonable care at work to ensure your own and others' safety
- Any other duties that may be required to meet the needs of the organisation.

SELECTION CRITERIA:

Essential:

- Qualifications in nursing or allied health. Current registration with APHRA (nurse/radiation therapist /physiotherapist /psychologist) or tertiary qualification which provides eligibility to the relevant professional association (social work/dietetics).
- Demonstrated understanding of the supportive care needs of people affected by cancer.
- Experience working with and providing support to people experiencing high levels of distress
- Experience assessing patient or client needs and making appropriate referrals to health professionals and services.
- Demonstrated ability to engage and develop effective relationships with health professionals, community services, and non-government organisations.
- Previous experience working in a clinical environment, preferably in oncology.
- Strong communication skills including experience presenting to both professional and community audiences.
- Experience implementing programs and/or services to improve health outcomes.
- Demonstrated skills in improving systems and processes.
- Experience using client management databases and computer literacy in Microsoft Office suite of programs – Outlook, Word, Excel, and PowerPoint.
- Flexibility to attend training and other engagements at Cancer Council Woolloomooloo office and across the Western Sydney LHD as required.
- Compliance with NSW Department of Health 'Occupational Assessment, Screening and Vaccination Against Specified Infectious Diseases' policy directive as a Category A position.
- Current Class C driver's valid license and willingness to travel across the district.

Desirable:

- Experience developing the public profile of an organisation or program
- Experience managing projects and change

KEY VALUES FOR TEAM MEMBERS:

Our values influence the work that we do, and the way we work with our colleagues and with our community.

We build connections

Our strength comes from weaving our relationships with each other, people living with cancer and their friends/families, communities, donors and partners together.

We make a difference

Our work changes the path of cancer and improves quality of life. Through positive actions, we are determined to create better outcomes for our community.

We stand up and speak out

We are driven by our vision of a cancer-free future and face it with the same grit and determination that people living with cancer, their loved ones and communities do.

We are continuously exploring

If we sit still, cancer isn't going anywhere - our imaginations energise our everyday pursuit to improve, do better to push us closer to our goal.

REVIEWER:	Kashka Bochynska, Manager Direct Cancer Support	VERSION	July 2025
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