

Position title:	Advisor 13 11 20
Team:	Navigation Services – 13 11 20
Location:	Brisbane
Reports To:	Lead 13 11 20

Our Mission

Our mission is to lead Queenslanders in a partnership against cancer.

Our Purpose

CCQ is dedicated to supporting the community in cancer control. CCQ is dynamic, outcome-focused, responsive to community needs, committed to voluntarism and the pursuit of excellence in all its activities. All employees and volunteers from CCQ, through their work, are actively involved in cancer control.

Our Values

- Collaborative – We encourage and empower each other, working together to achieve our goals.
- Responsible – We are committed and accountable, have pride in our work and accept ownership for our actions and behaviours.
- Inclusive – We embrace diversity and value others, empowering authentic participation.
- Equitable – We engage with each other, our clients, and the community, with respect and fairness.

Client Operations

Delivery of quality information and services is integral in providing information and support across the cancer continuum, through prevention to end of life. The Client Operations Group provide programs and services to Queenslanders through prevention, early detection, diagnosis, and end of life to improve access to the information and support required to navigate through the cancer journey including Counselling, 13 11 20, Accommodation and Transport.

Your Role

The Advisor 13 11 20 is responsible for providing information, support and service referrals to people diagnosed with cancer, their family and members of the community via Cancer Council 13 11 20 telephone and e-support service. Additionally, you will provide information to Health Professionals and the general public.

Your Contribution

- Identify the needs of clients and provide informational, emotional and practical support.
- Provide appropriate person-centred support and referral to relevant internal support programs and linkages/referrals to external support agencies.
- Provide person-centred, cancer support-related information verbally and in written form in order to meet the client's specific needs. In conjunction with the strategic priorities of Cancer Council Queensland, this may include information about cancer prevention, screening services and early detection, cancer diagnosis and treatment, cancer survivorship, palliative care, grief and loss.
- Participate in recruitment for Cancer Council Queensland research projects.
- Identify gaps in service and register advocacy issues in an accurate and timely fashion.
- Collect appropriate data as agreed by the National Minimum Data Set (NMDS), ensuring accuracy and integrity of the client database.
- Contribute to the review of Cancer Council resources by being a member of Review panels or review first draft publications.

Communication and Interpersonal Responsibilities

- Work as part of a team and show professionalism.
- Be punctual in both attendance at work and employee meetings.
- Maintain high standards of presentation and personal grooming.
- Comply with CCQ's four values.

Qualification/s and Experience

Essential

- Tertiary qualifications in nursing or allied health
- Australian Health Practitioner Regulation Agency (AHPRA) registration or membership of respective professional body.
- Demonstrated clinical experience in oncology.

Desirable

- Post graduate qualifications in oncology

Technical Skills and Abilities

Essential

- Demonstrated high level communication skills, including the ability to engage clients from diverse backgrounds in a range of cancer-related issues and concerns.
- Highly developed interpersonal skills.
- Experience in client/patient assessment with the ability to provide immediate support and appropriate referral in relation to client need.
- An understanding of the impact of diagnosis and treatment of cancer on people, their families and friends.
- Proven ability to organise, manage and prioritise multiple tasks.
- Proven ability to work independently and as a member of a high-performing team.

- Capability to develop expert risk assessment skills.
- Demonstrated competency in the application and use of Microsoft office suite, cloud-based file management and video conferencing platforms (e.g.Teams), with the ability to quickly learn and navigate new systems and platforms.

Desirable

- Demonstrated experience in the application and use of customer relationship management (CRM) system
- Current Queensland driver license

Position Description Changes

It is understood that the responsibilities of this position will change as the organisation's business requirements evolve.

Position Requirements

- Conduct activities in accordance with Cancer Council Queensland policies, guidelines, procedures, and management instructions as and when required.
- You are to take reasonable care for your own health, safety and well-being, and that of others who may be affected by your action or inaction. This includes complying, so far as reasonably able, with any reasonable instruction from CCQ as well as cooperating with any reasonable requirements relating to health, safety and well-being.
- Work collaboratively with your team in pursuit of the organisation's mission.
- Work collaboratively with other members of Cancer Council Queensland to ensure support of, and excellent in, the delivery of all programs and activities.
- Cancer Council Queensland has and will continue to make reasonable adjustments in the workplace to suit individual needs. An inherent requirement of your role is to ensure that you possess and maintain the appropriate capacity to do the work as required and as employed to do.
- Keep all confidential information, whether written or verbal, as well as any intellectual property developed, utilised, or otherwise gained by the employee in the course of employment, completely confidential, even after cessation of employment.
- Other duties as assigned by your Manager.