

Relief Centre Support Assistant

Reporting to:	Team Leader - Support
Hourly Rate:	£12.00 per hour
Contract:	Relief; covering absences and holidays during working hours between: 9am - 9pm Monday to Friday and 10am - 5pm Saturday and Sunday
Hours:	Flexible depending on the needs of the service
Annual Leave:	Pro-rated based on 28 days per annum

Role Purpose

We are currently seeking two Centre Support Assistants on a relief basis to join our Wellbeing team to cover absence, holidays and evenings/weekends. The post holders will utilise a therapeutic based approach to deliver compassionate, person centred support to patient and families using the Wellbeing Centre. This will involve a structured approach to assessing the needs of visitors to the Wellbeing Centre, recognising significant conversations and tailoring the support and services offered as a result of this assessment.

Key Responsibilities

- Contribute towards creating a relaxing, comfortable and therapeutic environment which supports a positive patient experience.
- Recognise and respond to significant conversations in a caring and compassionate manner.
- Responsible for ensuring the appointment booking and scheduling system maximises service provision and ensures the widest reach across patient groups and geographies.
- Responsible for working flexibly with Therapy Team colleagues to ensure patients, visitors and family receive the best possible care across all of the Wellbeing Services.
- Responsible for collecting and processing patient personal data in line with General Data Protection Regulations (GDPR).
- Responsible for contributing to ongoing audits and evaluations.

Essential Candidate Criteria

- Experience of supporting patients with active, progressive and advanced medical conditions.
- Experience of involvement in the planning and scheduling of wellbeing activities and interventions.
- Experience of using enhanced communication skills to recognise and acknowledge significant conversations.
- Experience working in a diverse and multi-skilled team.
- Computer literate with Outlook, Word, Excel and PowerPoint.
- Flexibility to work evenings and weekends.

Desirable Candidate Criteria

- Experience of supporting people with cancer.
- Formal communication training e.g. Sage & Thyme.
- Experience of delivering wellbeing activities and interventions.

Person Specification

- Compassion and understanding of the lived experience of others.
- An understanding of the meaning and value of wellbeing approaches and interventions.
- Experience of working in a therapeutic way with vulnerable individuals and groups.



- Excellent communication skills.
- Excellent organisational and time management skills.
- Experience in working in a team in an open and engaging manner.
- Excellent relationship building and interpersonal skills.
- Self-motivated with an ability to work autonomously.

Closing Date: Sunday 19 January 2025
Interview Date: Monday 27 January 2025

To apply please send a cover letter and CV to recruitment@beatsoncancercharity.org

Beatson Cancer Charity is an Equal Opportunities employer and is committed to employing a wide range of employees who are reflective of the diverse community that we support.

www.beatsoncancercharity.org