

Louise Perkins Foundation

Second Schedule



Position Description: Sweet Louise Support Coordinator

Job Description:	■ Sweet Louise Support Coordinator
Organisation:	■ Sweet Louise
Area of Work:	■ Auckland West, North and Northland
Reports To:	■ Member Services Manager
Charity No:	■ CC31706
Date:	■ June 2019
Our Vision:	■ Support for people in NZ living with incurable breast cancer
Our Mission:	■ To improve the well-being and quality of life for women and men living with incurable breast cancer.
What We Do:	■ Sweet Louise is the operational arm of the Louise Perkins Foundation. Sweet Louise provides a comprehensive range of services, strategies and support to help New Zealanders with advanced breast cancer to live as well as possible for as long as possible.
Job Purpose:	■ To act as a support person and respond to Members' requests for Sweet Louise Services ■ To assess Member and their families' needs to ensure they receive appropriate services.

Key Responsibilities:

- To welcome, register and assess/confirm eligibility of new Members' for Sweet Louise services.
- To establish and maintain regular relationships with Members by face-to-face, phone, email or other digital means to provide support, information and referrals.
- To manage a caseload of Sweet Louise Members and maintain regular contact, (at least 3 monthly or as indicated by the Member).
- To identify needs of Members and their families and refer to other Sweet Louise services, or external community providers as appropriate.
- To share knowledge and experience regarding medical treatment, side effects etc and assist in follow-up with medical professionals.
- To establish and maintain relationships with relevant external healthcare professionals and agencies and document accordingly.
- To assist Members utilise the range of Sweet Louise member services, such as the 0800 number, Service Providers, Member meetings and Family Time.
- To keep up to date with and share new developments in breast cancer care, treatment and support networks with Members and the Sweet Louise team.
- To organise and facilitate Member meetings in your region, which may include arranging venues, catering, speakers and transport.
- Identification and referral to other agencies as appropriate for women who do not qualify for Sweet Louise services.
- Record and administer confidential Members file notes, and correlate Members feedback.
- To liaise with current and potential Sweet Louise supporters as and when opportunities arise.
- Works as part of a team, 'hands on', flexible to take on other admin tasks as requested.

Key Outcomes / KPI's:	<ul style="list-style-type: none"> ■ Members are offered services that best meet their social, emotional and medical needs. ■ Members receive the services they need when they need them, from the most appropriate provider, at a cost they can afford. ■ Members and their families have access to an experienced advocate and support person who can articulate and discuss their medical, social and emotional concerns. ■ Members are able to discuss issues with the Support Coordinator in a setting that suits them and their families and acknowledges the state of their health. ■ Members are directed to accurate information on treatments and available services. ■ Collaboration between the various providers of services for breast cancer patients. Positive relationships are also developed with other organisations such as government agencies and social service providers. ■ Members are able to access services through other breast cancer agencies and support bodies. ■ Member's history is traced and recorded to assist Sweet Louise to monitor and measure for ongoing improvements. ■ Develop feedback loop to facilitate continuous improvement ■ Contributes to the overall team.
Core Capabilities:	<ul style="list-style-type: none"> ■ Good organisation skills – self-motivated, able to manage own workload and prioritise tasks. ■ Well developed communication skills and the ability to be empathic and build rapport with Members, their families and supporters of Sweet Louise. ■ A health background with experience and knowledge of oncology and palliative care. ■ Knowledge of cultural issues around health. ■ A desire to support the philosophy and strategy of Sweet Louise ■ Ability to work with a team which includes paid staff and volunteers, and Sweet Louise Service Providers.
Working Relationships:	<ul style="list-style-type: none"> ■ Chief Executive Officer. ■ Member Services Manager ■ Sweet Louise Team Members. ■ Sweet Louise Service Providers. ■ Sweet Louise sponsors and supporters. ■ Sweet Louise volunteers on an occasional basis, as required to provide information or support for the Louise Perkins Foundation support activities. ■ Other healthcare professionals and agencies.
Hours:	<ul style="list-style-type: none"> ■ To a maximum of 20 hours per week (subject to review)
Qualifications:	<ul style="list-style-type: none"> ■ Allied health professional or registered nurse with preferably some exposure to oncology, breast cancer and/or palliative care.