

**Vision**

A cancer free future.

**Statement of purpose**

We are Australia’s leading cancer charity uniting the community to reduce the impact of cancer.

Position description and person specification

<b>Position title:</b>	Project Support Officer		
<b>Unit:</b>	Services		
<b>Department:</b>	Services, Research & Public Policy		
<b>Location:</b>	202 Greenhill Rd, Eastwood		
<b>Manager:</b>	Services Manager		
<b>Employment:</b>	1.0 FTE		
<b>Last updated:</b>	October 2018	<b>By whom:</b>	Services Manager

**Cancer Council SA**

- has worked resolutely since 1928 to deliver cancer research, prevention, and support services.
- is the state’s leading independent, cancer-related, non-government organisation, dedicated to reducing the impact of cancer for all South Australians
- invests in three main strategic objectives: research, prevention and support
- is uniquely positioned as a resource for action and a voice for change towards a cancer free future
- is committed to The National Principles of Volunteer Involvement and Management
- maintains a non-smoking workplace and provides assistance with quitting
- requires employees and volunteers to promote cancer-preventing healthy lifestyle practices and behaviours, as outlined in organisational policies.

Our core values are represented by 16 value statements that encapsulate 16 behaviours—they are grouped into four headline attitudes:



<p><b>CAN-DO</b></p> <p><b>Innovation</b> <i>We look to the future</i></p> <p><b>Commitment</b> <i>We stay the course</i></p> <p><b>Selflessness</b> <i>We help each other</i></p> <p><b>Courage</b> <i>We are brave</i></p>	<p><b>STAKEHOLDER DRIVEN</b></p> <p><b>Creating value</b> <i>We deliver social impact</i></p> <p><b>Accountability</b> <i>We are answerable for our actions</i></p> <p><b>Responsibility</b> <i>We are financially prudent</i></p> <p><b>Appreciation</b> <i>We celebrate success</i></p>
<p><b>HIGH PERFORMING</b></p> <p><b>Stretch</b> <i>We strive for success</i></p> <p><b>Excellence</b> <i>We are dynamic</i></p> <p><b>Management</b> <i>We understand our boundaries</i></p> <p><b>Ownership</b> <i>We take ownership of our behaviour</i></p>	<p><b>OPENNESS AND INTEGRITY</b></p> <p><b>Respect</b> <i>We are respectful</i></p> <p><b>Acceptance</b> <i>We are accepting</i></p> <p><b>Honesty</b> <i>We are authentic</i></p> <p><b>Trust</b> <i>We do what we say</i></p>

### **Unit role and objectives**

Services, Research & Public Policy is the team which delivers our comprehensive strategies aimed at reducing the impact of cancer. These include strategies to prevent cancer from occurring, population screening to detect cancer and pre-cancerous lesions as early as possible, treatment, cancer support, palliation, research, advocacy and public policy. The Services, Research & Public Policy teams undertake a range of research and evaluation activities to reduce the impact of cancer by ensuring we have the best available evidence to inform our services and activities.

The Services Unit is responsible for the delivery of a range of supportive care programs to individuals affected by cancer and their families. It also provides preventative support services to reduce the risk of getting cancer and other smoking related illnesses.

Programs aim to minimise the impact of cancer and / or improve quality of life by focusing on:

- The provision of support to smokers who seek to Quit through the effective and evidence based delivery of the Quitline service for South Australia, Western Australia and the Northern Territory.
- The provision of information and support services, including the Cancer Council 13 11 20 Information and Support line and various psychosocial programs
- Utilising an evidence-based practice approach to advance supportive care models
- Promoting supportive care through partnerships, advocacy and stakeholder engagement.
- The provision of supportive accommodation for country people with cancer who need to access treatment in the metropolitan region

### **Position overview**

This position will contribute to the efficient and effective operations of the Services unit by performing a range of administrative activities and project support functions including data entry and analysis, producing reports, and assisting with project planning and scheduling under direction from the Services Manager or designated officer. The role will support the delivery of the various psychosocial programs offered by the Services unit including processing of referrals for payment and producing monthly expenditure and demand/capacity management monitoring reports for the programs. Working closely with and under the guidance of the Services Manager, the role will also participate in the ongoing review of processes to achieve efficiencies and contribute to development and implementation of new programs and services in response to client needs.

### **Reporting relationships**

**The position reports to:** Services Manager

**Number of staff reporting to position:** Nil

### **Key accountabilities (outcome based)**

- Data entry/administration related to the range of programs offered by the Services unit.

- Processing Services unit accounts requests including but not limited to the financial assistance program and supportive accommodation services
- Regular accounts reconciliation, documentation and processing
- Analysing data and producing reports from various applications and databases.
- Monitoring the various programs' activity and expenditures and providing regular reports to the Services Manager
- Updating Procedures Manuals for the various Services programs as required
- Coordinating phone call pre-paid vouchers
- Generating letters confirming payment and providing information about Services
- Administering program feedback surveys
- Maintaining and coordinating team and project meeting schedules
- Providing back up support to various Services programs when required
- Under the direction and support of the Manager contribute to short term projects, and/or aspects of larger projects, delivering requirements on time and to specifications as required
- Contribute to achieving the strategic direction of the organisation by participating in relevant committees, as well as sharing skills and assisting other support and project staff, as required in line with organisational policy and guidelines

**Protect your own health and safety and that of others by:**

- Complying with, and actively contributing to the development of, organisational policy and safety systems.
- Following reasonable instructions and training and complying with organisational policy and safety systems.
- Identifying and reporting workplace hazards and incidents to their supervisor.

**Special conditions**

- May be required to undertake a health assessment prior to commencement
- Appointment will be subject to a satisfactory police check
- Some out-of-hours work and interstate travel may be required.
- The successful applicant must be a non-smoker.

**Person specification (knowledge, skills and experience)**

- Organisational and time management skills and the ability to work under limited supervision responding to, and meeting multiple requests and timelines.
- Demonstrated ability to work independently on tasks with little supervision by deciding priorities, planning tasks, and completing projects on time.
- Teamwork and collaboration skills to achieve project outcomes effectively and efficiently.
- Experience in project management and working within the principles of continuous quality improvement
- Skills and experience in, or aptitude for working to budgets and agreed expenditure
- Advanced knowledge and skill level in software including: Microsoft Office programs (Excel, Word, PowerPoint, Outlook), database management software and Internet
- Ability to efficiently and accurately enter data into and extract data from a database

- Ability to edit and proof read health related information (including statistics, graphs, tables).
- Demonstrated experience in the production of reports and presentations.
- Knowledge and use of Salesforce (CRM system) is highly desirable.
- Sound interpersonal skills and ability to build effective relationships in multidisciplinary teams
- Demonstrated skill and experience in communicating professionally with a range of external agencies, for example other health professionals.

**Personal Characteristics**

- Maintain the highest level of confidentiality at all times
- Integrity and commitment to ethical behaviour

**Signatories**

**Incumbent**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Manager**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_