



Commissioning and funding innovative research, while providing support and information for patients, carers and healthcare professionals

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Melanoma Focus Helpline Service

Job Description

The Helpline Responders (HRs) will provide assistance to people in the UK contacting Melanoma Focus about all aspects of melanoma. In common with practice in other medical charities, the Melanoma Helpline will offer guidance, counselling and signposting information but not personal clinical advice.

Clients (patients, carers and the general public) will contact the duty HR by means of a website email form or via the confidential freephone number and the HR will respond within a defined period, either by phone or email. There will be a call centre facility and freephone number to allow HRs to call clients by arrangement or to receive calls from clients. Other duties will include a small amount of administration, debriefing with the Team Leader as appropriate and record-keeping involving a database shared among the team members.

It is essential that HRs have an excellent knowledge, and keep themselves current, on all aspects of melanoma prevention, care and treatments (including adjuvant and metastatic treatments).

Hours

The service is currently available Monday to Friday from 1-2pm and Sunday to Friday from 7-9pm. HRs may work outside these hours, for instance in answering emails, but the service must be manned during the advertised period.

Remuneration

The salary will be based on an hourly gross rate of £22, payable monthly in arrears.

Duty Rotas

HRs will provide 3-5 duty days plus additional backup days over a two-week period. The Administrator will arrange the rotas in conjunction with the Team Leader and the individual HRs. The service will operate for each working day, or 252 days a year. Each HR currently covers approximately 8-15 shifts a month, taking into account holiday cover for each other.

Place of Work

From home in the UK, unless by prior arrangement.

Trustees: Dr Mark Harries (Chairman) • Dr Katharine Acland • Imogen Cheese
Professor Martin Cook • Dr Pippa Corrie • Professor Catherine Harwood • Jackie Hodgetts • Professor Paul Lorigan
Dr Jerry Marsden • Dr Paul Nathan • Mr Howard Peach • Professor Barry Powell • Dr Samra Turajlic

Patron: Chris Bryant MP

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Reporting

The HRs will report to the Team Leader (herself a member of the rota). She will be responsible to the Chief Executive of Melanoma Focus.

Training & Support

HRs will be required to undergo formal helpline training and regular team review meetings. A laptop computer, appropriate IT training and written information for clients will be provided. There will be professional backup at clinician level and procedures to assist HRs in need of emotional or practical support as a result of their helpline activities.

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