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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.

Callers (patients, carers and the general public) will contact the duty HR by means of a website contact 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 contact people by arrangement or to receive calls from them. 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, from diagnosis to explaining adjuvant and metastatic treatments.

### **Hours**

The service is currently available Monday to Friday from 1-2pm and Sunday to Friday from 7-9pm. We are currently looking for cover for some regular weekday 1-2pm shifts. 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 £24, payable monthly in arrears. Plus a bonus of £1,250 at the end of each year's service, provided you are still a panel member.

### **Duty Rotas**

HRs will provide 2-5 duty days plus additional backup days over a two-week period. The Helpline Manager will arrange the rotas in conjunction with the Team Leader and the individual HRs.

The service will operate 304 days a year. Each HR currently covers approximately 4-10 shifts a month, taking into account holiday cover for each other.

### **Place of Work**

From home in the UK, unless by prior arrangement.

**Reporting**

The HRs will report to the Team Leader (also an HR on the rota) and the Helpline Manager and 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 will be provided. There will be professional backup at clinician level and procedures to assist HRs in need of emotional or practical support associated with their helpline activities. The HR team foster a supportive environment for each other.

Trustees: Dr Mark Harries (Chairman) • Imogen Cheese • Dr Pippa Corrie • Professor Catherine Harwood

• Jackie Hodgetts • Dr Paul Nathan • Mr Howard Peach • Dr Samra Turajlic

Patron: Chris Bryant MP

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