

## Client Services Coordinator (Permanent)

Hope Cancer Support Centre CLG provides a wide range of supports to people affected by cancer at our Support Centre based at 22 Weafer Street, Enniscorthy, Co. Wexford.

*We are now seeking applications for a part-time Client Services Coordinator (Permanent) to join our team.*

<b>Location of Post:</b>	Hope Cancer Support Centre CLG, 22 Weafer St, Enniscorthy, Co. Wexford Y21 A592.
<b>Purpose and objectives of the post:</b>	To conduct assessments and provide support to all clients of the Hope Cancer Support Centre CLG.
<b>Working hours</b>	20 hours per week (3 days, Wednesday-Friday)
<b>Salary:</b>	€25 per hour..
<b>Person Specification</b>	
<b>Essential:</b>	<p>Candidates must, on the latest date for applying for the office:</p> <ul style="list-style-type: none"> <li>• Be registered with or be entitled to be registered with the Nursing and Midwifery Board of Ireland.</li> <li>• Have a minimum of three years' experience in a health-related setting.</li> <li>• Be able to work as part of a multidisciplinary team.</li> <li>• Have good leadership and interpersonal skills.</li> <li>• Very good IT Skills and working knowledge of a CRM system or equivalent.</li> </ul>
<b>Desirable:</b>	<p>The following qualifications are desirable:</p> <ul style="list-style-type: none"> <li>(a) Have experience in an Oncology setting.</li> <li>(b) Hold a third level management qualification.</li> <li>(c) Qualification in Counselling &amp; Psychotherapy</li> </ul>
<b>Personal development:</b>	Engage in a process of continual learning and maintain a commitment to further education and training.
<b>Reporting arrangement:</b>	Reports to the Client Services Manager of Hope Cancer Support Centre CLG.

<b>Job Title:</b>	<b>Client Services Coordinator</b>
	<b>Job Description</b>
<b>Principal duties and responsibilities:</b>	<p><b>One to One Client Support:</b></p> <ul style="list-style-type: none"> <li>• Provide support to all clients on a face to face and drop-in basis and by telephone within a multidisciplinary framework.</li> <li>• Conduct client assessments to ascertain needs of client and to develop an appropriate support plan.</li> <li>• Obtain client's consent to record their data on the CRM and ensure all client records and notes are input on a timely basis on the CRM, whilst ensuring compliance with best practice in record keeping and in line with data protection legislation.</li> <li>• Liaise with Receptionist concerning relevant client appointments and support group/programme enrolments.</li> <li>• Conduct regular reviews of client support plans.</li> <li>• Record client phone call logs for weekly input by Receptionist onto the CRM.</li> <li>• Act as support worker for allocated case load of clients.</li> <li>• Attend multi-disciplinary team meetings to review client's provision of care.</li> </ul>

	<p><b>Client Support Groups and Programmes:</b></p> <ul style="list-style-type: none"> <li>• Assist the Client Services Manager in designing and organising of and recruitment for support groups and programmes.</li> <li>• Facilitate support groups and programmes.</li> <li>• Evaluate programmes of care in conjunction with the Client Services Manager.</li> </ul> <p><b>Information Provision, Training and Development:</b></p> <ul style="list-style-type: none"> <li>• Attend outreach hubs and information sessions as requested by the Client Services Manager.</li> <li>• Liaise with other health professionals including GPs, Palliative Care, Social Workers, Public Health Nurses, Túsla, Primary Care Team and other support services in the Community.</li> <li>• Attend training/education programmes as determined by Hope Cancer Support Centre CLG.</li> <li>• Maintain up to date knowledge of developments in cancer treatments and research for improvements of standards in the centre in line with NCCP recommendations.</li> </ul> <p>The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post. These may be assigned to him/her by the Client Services Manager as required.</p>
<p>If you are interested in this exciting opportunity, please email your C.V. and cover letter for the attention of the Client Services Manager, Hope Cancer Support Centre to <a href="mailto:linda@hopesupportcentre.ie">linda@hopesupportcentre.ie</a> For informal enquiries, please phone 053 9238555.</p> <p><b>CLOSING DATE FOR APPLICATIONS: Thursday 24<sup>th</sup> July 2025</b> Only short-listed candidates will be invited for interview.</p>	
<p><i>Hope Cancer Support Centre CLG is an Equal Opportunity Employer</i></p>	