



Position Description Cancer Support Officer

ABOUT THE ORGANISATION:	The Walhallow Aboriginal Corporation (WAC) provides comprehensive healthcare services to the Quirindi, Walhallow, and Coledale communities. WAC has regular GPs, Nurses, and Aboriginal Health Practitioners who offer treatment and advice.
POSITION TITLE:	Cancer Support Officer
CONDITIONS OF ENGAGEMENT:	This position is being offered on a full-time fixed term contract until July 2027.
LOCATION:	This position is based within Walhallow Aboriginal Corporation (WAC) in the Liverpool plains and Tamworth. Travel between the ACCHO and local mainstream health services will be required to assist Community members in accessing health services.
MANAGER:	CEO and Operations Manager
ABOUT THE ROLE:	NACCHO received funding to enable the delivery of the Improving First Nations Cancer Program by Aboriginal Community Controlled Health Organisations (ACCHOs). Funding will improve outcomes for Aboriginal and Torres Strait Islander people and communities across all parts of the cancer journey. This includes strengthening the ACCHO workforce to respond to inequities and barriers in cancer services to support the implementation of the <i>Aboriginal and Torres Strait Islander Cancer Plan</i>. A key component of the ACCHO sector Cancer Program is the establishment of Cancer Support Officers. Cancer Support Officers will provide practical day-to-day support and assistance with navigating the health and community support systems involved in and around the cancer journey. This will involve stakeholder mapping, establishing referral pathways to support services, and liaison with medical staff. Social and emotional wellbeing mechanisms will be made available to support Cancer Support Officers to be successful in their roles and to ensure longevity of the position.
MAIN DUTIES:	Cancer Support Officers will: - act as an advocate, as appropriate, including attending and contributing to family meetings and addressing barriers to accessing cancer services - support community members to attend cancer screening activities



	• accompany community members to diagnostic testing, liaising with medical staff to arrange and confirm appointments • accompany community members to cancer treatments, including organising transport where required, and liaise with medical and treating teams as required • provide ongoing supportive care between appointments, including facilitating access to medicines, food, and other necessities, as well as arranging financial and psychological support • provide culturally appropriate resources and education to help and guide community members on their cancer journey • facilitate communications between the community member, the community-controlled organisation, mainstream services, and families • contribute and participate in a Community of Practice to strengthen the role of the Cancer Support Officer and improve outcomes for community members • conduct continuous quality improvement (CQI) activities such as: ○ undertaking training to access and extract data from Patient Information Management Systems (PIMS) ○ compile a suite of reporting in collaboration with NACCHO and ACCHOs to improve recall systems and eligibility monitoring to increase participation in screening.
QUALIFICATIONS:	• qualifications in a relevant discipline such as public health, community services, health promotion and engagement, or similar are preferred • drivers licence • all successful Cancer Support Officers will receive training to support their performance in the role.
EXPERIENCE:	The Cancer Support Officer will have: • strong cultural connections to the local community • proven knowledge and understanding of local Aboriginal and Torres Strait Islander people and issues that may affect health outcomes • experience working professionally in a health and/or Aboriginal and Torres Strait Islander community-controlled setting would be an advantage but is not necessary.
VALUES, BEHAVIOURS AND CAPABILITIES:	<u>Desired Capabilities</u> • ability to build and sustain relationships with the Aboriginal and Torres Strait Islander community,



	healthcare professionals, and mainstream health and support services • ability to communicate sensitively and effectively • a high level of confidentiality, compassion, and empathy • ability to communicate and engage with a wide variety of healthcare professionals and stakeholders • ability to work independently and as part of a team • flexible, resilient, and open to learning • ability to or willingness to learn patient information management systems to contribute to program and ACCHO reporting. <u>Leadership</u> It is expected that all Cancer Support Officers demonstrate leadership through their own behaviour, and their expectations of others' behaviour, to maintain a high standard of service delivery for Aboriginal and Torres Strait Islander people. <u>Aboriginal and Torres Strait Islander candidates are highly encouraged to apply!</u>
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Acknowledgement
In accepting this position, I hereby acknowledge and agree to the role and responsibilities as set out in the Position Description. Name: Employee signature: Date: