



Director of Patient Services Recruitment Pack



Welcome

Dear Applicant,

Thank you for your interest in joining Myeloma UK as our Director of Patient Services - a key and newly shaped role on our Executive Leadership Team.

This is a very exciting time to join our team as Myeloma UK is at a key point in our charity's history. Having successfully served our community for 25 years, we are now looking forward to how we can adapt to the changing needs of myeloma patients and their loved ones.

Myeloma UK is the only cancer charity in the UK that focuses exclusively on the incurable blood cancer myeloma and its related conditions. With a turnover of £5m per annum and a dedicated staff team of 66, we are committed to improving the lives of patients and their families, as well as delivering patient-centred input into every stage of the myeloma journey.

When Myeloma UK was founded, the life expectancy for a myeloma patient was between 12 and 24 months. There were no bespoke myeloma treatments available on the NHS, there were big gaps in our knowledge about the disease, and getting the latest evidence-based information about myeloma was anything but easy. Today, the life expectancy has quadrupled to between four and eight years, with three out of ten patients living for ten years or more after their diagnosis – and some for much longer. There are now nine myeloma drugs in active use that can be delivered over 12 different combinations, we have funded over £19m of innovative myeloma research, and for over two decades we have provided a range of patient support services and information which have been a lifeline for thousands.

We have come a long way. And yet myeloma is still an incurable blood cancer. We still see one-third of patients being diagnosed at a late stage and in an emergency setting. And we now face new challenges as we work to give our community an empowered present and a hopeful future. With some patients living longer, we also need to ensure they live well with myeloma. In 2023, in collaboration with the wider myeloma community, we will be refreshing our organisational strategy to meet the changing needs of patients and their loved ones.

Myeloma remains an incurable and highly individual cancer and Myeloma UK is committed to achieving further transformational change for our community. The charity comes out of the pandemic with a strong understanding of where we need to address unmet patient need, and a positive financial outlook. We are now looking for a new Director of Patient Services to join our team and become the next driving force in the achievement of our mission.

As Director of Patient Services and part of our Executive Leadership Team, you will play a major role in shaping the strategic development and future direction of the organisation. Responsible for the development, management and implementation of our patient and carer support programmes, you will be an experienced inspirational and strategic leader with a professional track record of delivering services and managing the operation of customer service teams. High level strategic, analytical, and creative thinking is key, as is excellent communication and interpersonal skills. You will also be someone able to demonstrate empathy to the needs and preferences of cancer patients and their families and care deeply about the people we serve. The prevalence of myeloma is higher in some ethnic groups, you will therefore bring a strong commitment to addressing healthcare inequalities and driving equal access to treatment.

We are committed to building a diverse workforce and leadership group and are taking positive action to increase diversity throughout our charity at all levels. We welcome applications from a range of backgrounds and experiences.

I believe Myeloma UK offers an exceptional team of passionate and dedicated experts, ready to make the next transformative strides forward in our ambition to make myeloma history. I hope you will be inspired to find out more.

Sophie Castell
Chief Executive

About us

Our long-term ambition

Make myeloma history

Our purpose

To give every patient an empowered present and a hopeful future

In 2021



COVID-19

As a cancer charity, COVID-19 has had a significant impact on our community. Myeloma patients are ten times more likely than a member of the general public to catch a virus such as COVID-19 and, because of the way their cancer develops and is treated, are categorised as extremely clinically vulnerable. In 2020, the pandemic impacted the treatment of over 40% of our patients, and every patient has had to accept changes to the way they connect with their clinical teams and the way they live their lives.

In light of these significant additional pressures on our community, we reviewed our strategy and re-set our strategic priorities according to on-going need. This enables us to address the serious emerging concerns of:

- Delayed diagnosis of new myeloma patients and the impact of that delay on their clinical outcomes
- A shortfall in cancer research funding
- Geographical inequalities in provision of treatment and care
- Pressure on the NHS and on health policy design and delivery



Our strategy and work

Myeloma UK works to four strategic cornerstones:



Diagnose myeloma earlier

We will accelerate work on earlier detection and diagnosis to make the greatest impact on the length and quality of life for myeloma patients and those with related conditions.

- The Myeloma UK Early Diagnosis programme identifies and addresses barriers to earlier diagnosis
- The Myeloma UK Early Diagnosis Working Groups develop tools
- and education materials to speed up detection, referral and diagnosis at GP-level
- We will establish the Myeloma UK Early Diagnosis Research programme to better understand how myeloma develops and identify patients at risk



Discover and share knowledge

We will drive scientific breakthrough into the cause and treatment of myeloma and related conditions to increase patient survival and improve patient experience.

- Myeloma UK funds translational research at the ICR to accelerate the development of personalised medicine to myeloma patients
- Myeloma UK funds the UKMRA Myeloma UK Concept & Access Research Programme (CARP) to create new clinical trials and give patients early access to novel treatments
- Myeloma UK supports the development of future research leaders by funding a Clinical Research Fellowship at the University of Leeds and the development of our early care research programme, fostering interest in myeloma as a focus of future research
- The Myeloma UK patient data project enables better insight and evidencing of patient need and changes to policy, treatment and care
- Myeloma UK's Health Service Research identifies unmet need and patient preferences to inform change in healthcare policy and delivery





Transform the patient experience

We will partner with patients to understand and meet their needs and build equal care for all.

- Myeloma UK puts patient need and experience at the heart of drug appraisals to make sure that patients can access new treatments
- Myeloma UK drives excellence in patient-centred hospital care through our Clinical Services Excellence Programme (CSEP)
- The Myeloma UK Myeloma Academy and Myeloma Nurse Learning Programme educate healthcare professionals to ensure that patients receive the best care informed by the latest learnings
- Myeloma UK has the most comprehensive library of patient information on myeloma and related conditions, helping patients to understand and be in control of their decision-making
- Myeloma UK offers specialist, tailored support to the whole myeloma community through our Myeloma Infoline and Ask the Nurse email service
- Myeloma UK delivers a range of digital and physical events, directly connecting patients and families to expert analysis, advice and support
- Myeloma UK partners patients to provide a UK-wide network of Support Groups, reducing isolation and offering friendship to the whole myeloma community
- Myeloma UK will establish a volunteer peer to peer support service to bring together shared patient experiences and practical tips for living with myeloma and related conditions



Influence positive change in care

We will give a voice to patients and ensure that myeloma is not considered a second-class cancer.

- Myeloma UK works to shape government policy across the four UK nations to recognise the needs of patients with myeloma and related conditions and create positive change
- The Myeloma UK Advocacy Panel ensures patients speak directly to decision makers in NICE and government
- The Myeloma UK Patient and Carer Research Panel integrates patient need into research design and policy development
- Myeloma UK's Healthcare Advocacy Service programmes drive improvements in clinical practice and patient-centred care
- Myeloma UK works with colleagues and stakeholders who share our vision for myeloma and blood cancer care and are committed to delivering positive change for patients



Team Structure



Job description

Job title: Director of Patient Services

Reports to: Chief Executive

Direct reports: Currently there is one direct report, managing a team of 12. The New Director will be expected to put in place a new structure.

Role purpose:

Reporting to the Chief Executive (CEO) the Director of Patient Services will provide leadership for the Patient Services Directorate. They will be responsible for the development, management and implementation of our ambitious patient and carer support programmes. The Director of Patient Services will be a member of an experienced Executive Leadership Team who will collectively support the Chief Executive with the development and delivery of the strategy and operation plans for the organization.

This is an opportunity to play a major role in shaping the strategic development and future direction of the organisation, working with colleagues at the cutting edge of myeloma research, advocacy, and support. The Director of Patient Services will be an inspirational leader and an experienced, successful professional who will drive innovation in our patient service programmes. The prevalence of myeloma is higher in some ethnic groups and with the postholder will ideally have experience in addressing healthcare inequalities and driving equal access to treatment.

Main responsibilities:

Executive Leadership

- Work collaboratively as a member of the Executive Leadership Team (ELT) to develop Myeloma UK's strategies, goals, priorities and outcomes and report progress to Board
- Embed the organisation's defined core behaviours and values and ensure the implementation of an ethical, transparent and patient-centric approach to all services and programmes
- Work closely with senior colleagues to help build effective and persuasive cases for financial support and income generation
- Build productive working relationships with external stakeholders to maintain and enhance their commitment to Myeloma UK
- Attend national and international meetings and conferences, as appropriate

Directorate Leadership

- Provide strategic leadership of the organisation's services for patients and carers, developing a strategy that builds on existing strengths and develops an innovation pipeline of new opportunities
- Provide clear direction to the Patient Services Directorate, providing measurable objectives and ensuring that plans are delivered on time and to budgets
- Provide confident, inspirational leadership to the Patient Services Directorate, acting as a coach and mentor, to ensure all staff are motivated and developed
- Address the health care inequalities experienced by myeloma patients by developing a strategy and plan to ensure that organisation's services for patients and carers, are accessible to all groups
- Attend national and international meetings and conferences, as appropriate, to ensure Myeloma UK is fully informed and developing innovative solutions for patient services

Other

- Demonstrate knowledge and understanding of Myeloma UK policies and procedures
- Demonstrate a commitment to ongoing personal learning and development and participate in any training relevant to the role
- Undertake such work as may be appropriate to the post

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of Myeloma UK at any time after discussion with the post holder.

Person specification

Knowledge and experience

- Demonstrable track record of developing and delivering patient and carer support services, including digitally, and experience with patient/customer data.
- Demonstrable track record of managing operational customer service teams that deliver a high-quality customer experience
- Demonstrable track record of strategic innovation in a healthcare, health information, educational or academic environment
- Successful team leadership and management experience at a senior level, including staff development, coaching and performance management
- Demonstrable experience of delivering organisational change and improvement
- Experience in strategy and business case development and implementation
- Experience of budget preparation, reporting, monitoring

Skills and abilities

- Strong leadership skills with the ability to inspire and motivate teams to deliver results
- Capable of high level strategic, analytical and creative thinking
- An understanding of the needs and preferences of cancer patients and their families
- Ability to empathise with and understand the needs and preferences of cancer patients and their families
- Ability to conceptualise and translate concepts into rational delivery
- Excellent presentation and communication skills, both written and oral
- Highly developed interpersonal skills and the ability to engage with a variety of people
- Able to work under pressure within a dynamic and changing environment
- Highly organised, energetic and with a track record of delivery

Styles and behaviours

- Commitment to the mission of the organisation and be an advocate internally and externally
- Credibility at the most senior level
- Integrity and approachability
- A desire to continuously improve
- Commitment and desire to make a difference



Terms of appointment

Salary

The salary for this role is c. £70,000 per annum on a full-time permanent basis.

Location

The role will involve regular travel and the successful candidate will be expected to have a regular presence in the Edinburgh office (22 Logie Mill, Beaverbank Business Park, Edinburgh, EH7 4HG)

Pension

Myeloma UK complies with its auto-enrolment obligations and, subject to matched employee contributions, offers a 6% pension contribution to all staff.

Annual leave

Holiday entitlement is 30 days per calendar year, plus 6 public holidays.

Additional benefits

The standard working week comprises 35 hours, Monday to Friday. Myeloma UK operates a flexitime scheme and details will be provided by the Head of HR and Operations. The post holder will be expected to assume duties outside working hours to support the delivery of their role and the operation of the organisation when required. This may include attending Myeloma UK meetings and events, travel across the UK and outside the UK as required.

How to apply

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact Hayley Woods and we will be happy to arrange a call. To make an application, please go to <https://starfishsearch.com/jobs/myeloma-dir-serv/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date: 13th January 2023

Preliminary Interviews: w/c 30th January 2023

Final Interviews: w/c 27th February 2023