



Director of Operations Information Pack

January 2023

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Introduction

Dear Candidate

Thank you very much for your interest in the role of Director of Operations at Charis Cancer Care.

Our charity was formed in 2008 when its founders came together to share their thoughts and perspectives on cancer and how they could contribute to helping cancer patients through their difficult journey. They quickly found a meeting of minds, sharing the same vision and dreams. Together, they knew they had a very strong basis on which to move forward and establish the charity.

Since then Charis Cancer Care has become an established, respected and invaluable resource to the local community and beyond, a pillar of hope for those affected by cancer seeking support and their loved ones.

We are part way through delivering on our three year plan devised in 2021 to steer our operations through the recovery period from the Covid-19 pandemic and focus on the charity's future, with a focus on growth and financial sustainability. To that end, we are very excited to be recruiting for the newly created post of Director of Operations.

We are working with Engage Executive Talent for the search and selection process, so if you have any questions, they will be delighted to answer any queries you have in the first instance.

The postholder will have a track record of excellence in senior management, with great people and financial management skills. They will be a self starter with the strength and sensitivity needed to manage a wide range of staff, volunteers and stakeholders.

Most of all, they will need to share our enthusiasm for the charity's ethos and vision, and a strong commitment to the people affected by cancer who use Charis's services.

If this sounds like you, we very much look forward to hearing from you!

Marie McHugh
Chair



Who we are

We provide a range of holistic and complementary therapies to individuals affected by cancer, supporting men and women affected at every stage of their journey.

We also assist and support the families and supporters of those living with cancer or any family member bereaved by cancer. All of our services are completely free of charge to clients.

Charis Cancer Care works in conjunction with clinical treatments for cancer and our staff offer our clients every form of support that is possible. Our role is to listen and help, in a warm and nurturing environment, with support from experienced professionals and therapists. We have worked with over 8,770 people since we opened almost 10 years ago, with demand increasing from month to month.

In June 2021 Charis Cancer Care successfully secured a 5* rating once again as part of the prestigious Macmillan Quality Environment Mark awards, making it the 4th consecutive success since first receiving it in 2012.



"The MQEM award champions cancer environments that go above and beyond to create welcoming and friendly spaces for patients" (Macmillan.org.uk)

Charis Cancer Care certainly have a dedicated team providing the highest quality of service to clients and constant review of facilities to ensure the most welcoming, relaxing and safe experience for those affected by cancer across Northern Ireland.

Our Charis Care Centre is based overlooking the serene Lough Fea, just outside of Cookstown, Co. Tyrone with a wonderful team of staff and volunteers, who offer our clients every form of support that is possible.

What we do

Our complementary approach provides three main areas of service:

Physical - body therapies, reflexology, massage and aromatherapy as well as nutritional advice

Psychological - counselling, mindfulness, meditation, and colour breathing therapy

Emotional - befriending services, emotional support, support groups and events

Counselling

At Charis, our counsellors provide a secure, confidential and caring environment for people to explore their thoughts, feelings and emotions in complete confidence and without judgement. This can help them with any feelings of being alone, or unable to cope or process what they are going through.

Counselling can enable and power people to find and use the resolve and inner strength to manage more effectively. Some people with a cancer diagnosis may find it difficult to talk to family, friends or supporters - this can be completely normal. Some people may describe putting up emotional barriers to protect the ones close to them, and counselling may help deal with this or any issues that could arise. Our counsellors understand what they may be feeling, and their role is to help them with any difficulties they may be experiencing.

Reflexology, Massage and Aromatherapy

Reflexology is a non-invasive complementary health therapy that can be effective in promoting deep relaxation and wellbeing. Reducing stress in people's lives can be key in optimising good health and building resilience.

It is a touch therapy that is based on the theory that different points on the feet, lower leg, hands, face or ears correspond with different areas

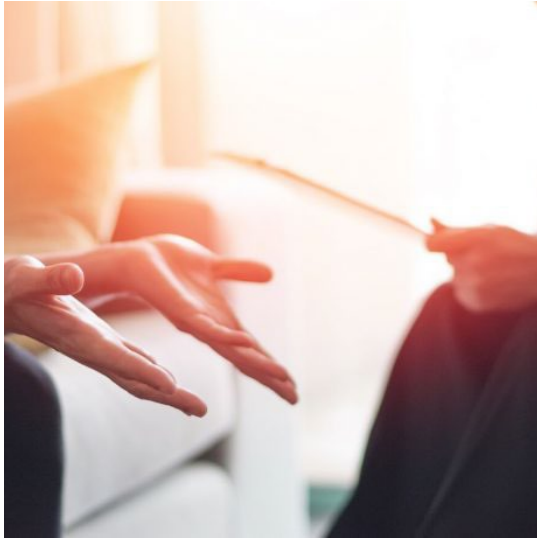
of the body and reflexologists work these points and areas. It provides a period of time for relaxation where the client has one to one attention in an empathetic listening environment (www.aor.org.uk).



The massage techniques used in Charis are focused on gentle, movements over the skin and muscles to allow the body tissues to release strain and tension to achieve relaxation. The movements of therapeutic massage are adjusted to meet each person's needs. For example, the touch does not necessarily have to be deep to be beneficial. Massage can be used in conjunction with aromatherapy.

Aromatherapy massage combines rubbing the body with the medicinal properties of essential oils. Some people with cancer use aromatherapy because it makes

them feel good. Many say that it can help lift their mood and improve their wellbeing. It helps them feel like they are helping themselves.



Relaxation and Mindfulness

The therapy of relaxation seeks to promote peace and balance. Relaxation techniques taught by our experienced therapists include relaxing groups of muscles, breathing exercises and the imagining of relaxing scenes. These methods help ease stress and tension throughout the body and can also help sleep patterns.

Almost everyone can use relaxation techniques, and our counsellors help teach and provide people with the tools to explore which relaxation techniques work best for them allowing them to achieve a more at ease state of mind and reduced anxiety.

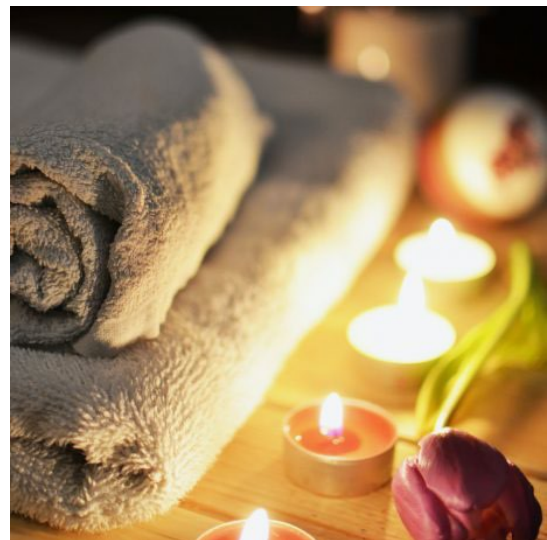
Mindfulness is an ancient wellness practice that focuses on training awareness, attention and compassion.

Yoga

Yoga can be a natural way to help people relax and cope with stress, lift their mood and enhance their wellbeing.

"In March 2010 a review of studies into yoga for patients with cancer found that yoga could help to reduce anxiety, depression, tiredness, stress and may improve the quality of sleep, mood and spiritual wellbeing for some people."
(cancerresearchuk.org)

Our classes will help people to face adversity with more clarity and strength whilst also gaining confidence through improvements each week. The sessions involve working with breathing, postures, gentle stretching and meditation.



Scar Tissue Therapy

Scar tissue therapy is a specialised treatment that will help clients with scars, fibrosis, adhesions or any changes in tissue following surgery or radiotherapy. It is a gentle and painless therapy, using a calm and light touch.

How we're organised

Meet the Board:

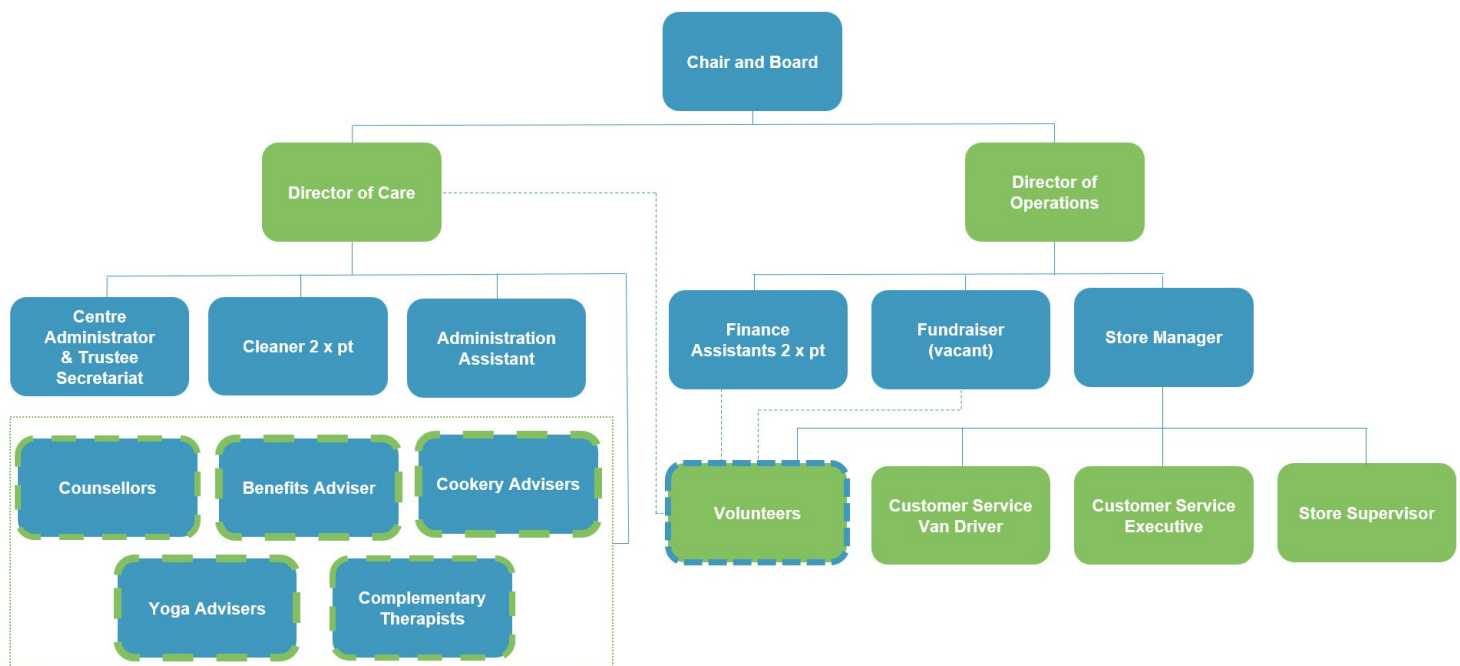
Professor Marie McHugh Chair **Steven McKay**

David Henry Vice Chair **Kirsty McManus**

Jarlath Conway **Peter Stafford**

Thomas Diamond **Roisin Toner**

Dr Ben Glancy



Charis Cancer Care Org Chart 2023

Strategy

In 2021, the charity agreed a three-year plan to guide its operations through the post-Covid recovery period and to ensure the reliable continuity and continuing focus on quality of its services. That plan is frame around its vision, mission, aims and values.

Charis Vision

At Charis, it is our vision that nobody affected by cancer should ever feel alone. We believe that everyone should have ease of access to support services, from complementary therapies to counselling and support groups, and that this should be provided with warmth, compassion and understanding.

Charis Mission Statement

To provide person-centred care for everyone affected by cancer, through personal diagnosis, family diagnosis or bereavement. Our service will be delivered through an individualised, free of charge programme offering complementary therapies and psychological support. At all times, the service will seek to work collaboratively with mainstream healthcare and other care partners, providing a holistic, supportive and empathetic resource.

Charis Aims

At Charis, our main aim is "to relieve the suffering, distress and to further the health of persons with cancer, their families and carers, through providing a safe and comfortable respite, where they can receive complimentary care to support them on their cancer journey"

- Provide a warm, safe and comfortable care space for clients to receive their treatment.
- Operate a client-orientated centre where persons with cancer are actively encouraged to participate in their treatment.
- Offer a range of carefully selected treatments to aid or assist mainstream cancer care.
- Offer a range of carefully selected support services to provide the necessary psychological support to clients.
- Support cancer clients, their families and carers, at all stages with the provision of information, nutritional advice, relaxation, complementary therapy, counselling and financial advice.
- Encourage co-operative and co-coordinated approaches with other bodies concerned with the treatment, well-being and support of cancer clients.



Charis Values

Charis Cancer Care focuses on “client-centred” care. We pride ourselves in sharing with clients and their families our unique set of values and care for them, at a time when they are most vulnerable. The work of Charis Cancer Care will be driven by our key values and principles, to guide us in always making the best choices for the charity, its beneficiaries and the wider community.

Commitment to Excellence

Charis Cancer Care is committed to working collaboratively with cancer healthcare professionals and research, to ensure we are offering the best possible level of care to our clients. We will strive to maintain this commitment through continuous improvement.

Courtesy & Respect - we are committed to respect every individual's dignity and rights to privacy and confidentiality, to always be polite to others and respect each individual regardless of gender, sexuality, age, race or religion.

Caring and Empathy - We strive to demonstrate every day care, kindness & empathy.

Reliability- At Charis Cancer Care, we are committed to offering a reliable and consistent source of support to all of our clients.

Teamwork & Professionalism - We are committed to effectively collaborate as team and with external partners, to achieve continuous improvement and provide the best possible experience to our clients in a professional manner.



Financials

You can view a summary of our latest published Income and Expenditure and Balance Sheet reports to March 2021 here. Click on the links below to access the last 3 years' Annual Reports.

Unrestricted Funds					
	Capital Funds	Designated Funds	General Funds	Restricted Funds	Total Funds
	2021	2021	2021	2021	2021
	£	£	£	£	£
Income and Endowments					
Donations and legacies (Note 3)	-	-	174,733	-	174,733
Other trading income (Note 3)	-	-	-	-	-
Investment Income	-	-	775	-	775
Grant Income	-	-	4,500	103,750	108,250
Income from Other Trading Activities					
Commercial Trading Operations (Note 4)	-	-	187,529	-	187,529
Total Income and Endowments	-	-	367,537	103,750	471,287
Resources Expended					
Charitable Activities (Note 5)	-	-	(241,892)	(87,188)	(329,080)
Commercial Trading Operations (Note 4)	-	-	(119,183)	-	(119,183)
Total Resources Expended	-	-	(361,075)	(87,188)	(448,263)
Tax charge on Commercial Trading Operations (Note 8)	-	-	-	-	-
Net incoming/(outgoing) resources for the year	-	-	6,462	16,562	23,024
Balance brought forward	-	250,000	839,038	172,725	1,261,763
Transfer between funds	-	-	-	-	-
Balance carried forward	-	250,000	845,500	189,287	1,284,787

	Note	2021 £	2020 £
Fixed Assets			
Property, Plant and Equipment	8	458,343	442,864
Investments	9	-	-
		458,343	442,864
Current Assets			
Receivables	10	16,076	9,711
Cash and Cash Equivalents		943,144	825,109
		959,220	834,820
Payables: amounts falling due within one year	11	(132,776)	(15,921)
Net Current Assets		826,444	818,899
Net Assets		1,284,787	1,261,763
Represented by:		£	£
Unrestricted Funds:			
Capital Funds	13	-	-
Designated Funds	13	250,000	250,000
General Funds	13	845,500	839,038
Restricted Funds	13	189,287	172,725
Total Funds	13	1,284,787	1,261,763

Annual Report 2021

Annual report 2020

Annual Report 2019

Job Description

Job Title:	Director of Operations
Reports to:	Chair of behalf of the Board of Directors
Salary:	c£52,500 negotiable subject to experience
Location:	Magherafelt (initially, dependent on premises plan)
Contract Type:	Permanent full-time
Hours:	37.5 hours per week
Probationary Period:	6 months
Holiday Entitlement:	25 days per year plus statutory holidays

High Level Summary of Role:

The Director of Operations is responsible for the administrative, fundraising, financial and governance aspects of the charity in support of the therapeutic delivery team managed by the Director of Care.

The postholder will have a major role in setting strategy together with the Director of Care and the Board and ensuring that the organisation is properly funded to maintain and further develop the range and accessibility of its therapeutic services. In addition, they will manage and develop Charis Cancer Care's well-established charity retail enterprise.

They will have strong people management skills to get the best out of the team of fundraising and non-care administrative and volunteers, supporting this activity with effective corporate policies. They will be accountable for reporting the organisation's financial and team performance to the Board and agreeing implementation strategies once agreed with it.

Through the provision of effective leadership and the deployment of effective management systems, the Director of Operations will play a crucial role in ensuring that the charity remains sustainable, and always supporting the provision of the frontline delivery services managed by the Director of Care.

Strategic and Operational Management

- Lead strategic planning and risk management including ensuring that the charity's financial and human resources are optimally deployed to deliver its mission.
- Work closely with the Board and Director of Care to ensure that the organisation is always fit for purpose and future-proofed to deliver its mission.
- Work with the Board to ensure that policies, procedures and systems are in place to ensure the quality delivery of Charis Cancer Care's operations, freeing up the Director of Care to focus on the provision of therapeutic care and attendant policies, procedures and quality assurance.
- Developing and delivering the Charity's strategic and operational plans in consultation with the Board and key external stakeholders.

- Ensuring that internal and external stakeholders are kept abreast of the charity's impact, in partnership with the Director of Care.
- Maintain, develop and implement the policies required to ensure that the charity complies with statutory legal and regulatory requirements and good practice.
- Provide secretariat assistance to the Board to discharge their functions as Trustees of the Charity and Directors of the Company.
- Develop and periodically test business continuity plans for Operations and Care.

Good Governance

- Develop and deliver effective systems of corporate governance for a charity that meet the Charis Cancer Care's statutory and regulatory requirements, its Memorandum and Articles of Association.
- Maintain a risk management function within a risk strategy agreed with the organisation's key stakeholders and in liaison with relevant Boards and committees.
- Attend Board and appropriate committee meetings providing all relevant financial information, reports and recommendations relating to the performance of Charis Cancer Care.
- Ensure the regular review and updating of Charis Cancer Care's policies in consultation with the Director of Care.
- Oversee and implement Charis Cancer Care's safeguarding policies and procedures and ensure enforcement of its codes of conduct and behaviour in protection of its staff and volunteers.

People Management

- Ensure that Charis Cancer Care has the required human resources necessary to deliver on its strategic plan.
- Assist in the drafting and reviewing of new and existing job descriptions and person specifications and act as Charis's lead in recruitment processes liaising with any HR consultants engaged by the charity.
- Line manage Charis's fundraising, retail and non-care administrative staff.
- Ensure Charis's policies are reviewed and remain compliant with statutory requirements and best practice in consultation with the Director of Care as appropriate, i.e. when they relate to practice at the Centre.
- Ensure the quality administration of staff terms and conditions in compliance with statutory and Charis policies.
- Ensure that staff are trained optimally on all the necessary internal systems and processes required to run the charity efficiently and effectively.
- Assist the Director of Care in compiling and presenting data or content about the charity's impact on service users in the pursuit of accreditations or funding.

Financial Management

- Develop and implement an annual budget, and provide appropriate periodic financial reports and variance monitoring to the Board through management of internal accountant and external auditors.
- Oversee the day-to-day financial management of Charis with the Finance staff, ensuring appropriate reporting of statutory and management accounts to stakeholders including the Board Treasurer.
- Report and act on key financial indicators of cash flow and operational performance.
- Ensure that the charity's financial systems comply with statutory/regulatory compliance and other best practice and that internal and external audit requirements are met.

Facilities and Systems Management

- Ensure that Charis has the information, communications and technology that is fit for purposes for the charity.
- Work with the Board and Director of Care to identify, resource and equip potential new premises for the provision of expanded services.
- Optimise Charis's physical resources to maximise benefit for the organisation.
- Manage equipment acquisition and supplier selection.
- Work with Property Management Agents to facilitate building maintenance.
- Manage facilities and services provided directly to Charis including but not limited to cleaning and maintenance.

Business Development and Fundraising

- Working with fundraising staff, Charis's Board and Director of Care, review, develop and implement a fundraising strategy for the organisation to ensure it has the necessary financial resources to deliver its strategic and operational plans.
- Develop and maintain an adequately resourced marketing and communications plan including a social media strategy taking due account of the imperative to safeguard service users and staff.
- With the fundraising staff, lead on a programme of event management aimed at raising awareness and funds in support of the charity's objectives.
- To represent the charity and public or professional events where it is appropriate to do so, in consultation with the Director of Care.
- Develop and maintain effective working relationships with funders and identify new revenue streams.
- Work with the Board and Director of Care to ensure that all financial, reporting, monitoring and other requirements of funders are met.
- Identify potential funding and tendering opportunities and lead in funding and tendering processes.
- Provide the support needed by the Board for its members to successfully develop their own philanthropic relationships.

This job description is intended to provide an overview of the core responsibilities of the post. It is not intended to be an exhaustive list of every activity the postholder does. Job descriptions can be subject to reasonable change as the role evolves without fundamentally changing terms and conditions. Charis Care reserves the right to change and amend specific duties or tasks within reason and to ask postholders to carry out other reasonable duties as and when required to do so.

Person Specification

	Essential	Desirable
Experience and Qualifications		
A degree/equivalent qualification or 3 years' experience of senior management	X	
Senior management/ leadership level experience with direct involvement in key organisational decisions	X	
Experience of the implementation and management of financial policies and procedures	X	
Experience of developing, implementing and managing HR and recruitment processes	X	
Experience of reviewing and implementing organisational policies	X	
Experience of developing and delivering strategic and operational plans and monitoring their effectiveness	X	
Experience of ensuring that an organisation's resources are aligned with its mission and goals	X	
A proven track record in developing new and existing income streams.	X	
Experience of stakeholder and supplier management with demonstrable track record of successful influencing and negotiating	X	
Experience of reporting to a Board		X
Track record of Operations Management in a health or related area		X
Knowledge		
Knowledge of the health and social care sector in NI		X
Knowledge of the community and voluntary sector in NI		X
Knowledge of regulatory requirements		X

Ability/Aptitude/Skills

Excellent written and verbal communication skills	X
Strong networking and influencing skills	X
Strong analytical skills	X
Ability to work as part of a team and on own initiative	X
Excellent ICT skills	X
Ability to travel as required to carry out duties of the post	X

Ethos

Strongly support the ethos of Charis Cancer Care	X
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How to apply

Please forward a **CV, maximum three A4 sides**, together with a completed **Supplementary Questions form** available from www.engageexec.co.uk, ensuring you have included mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with from the recruitment timetable. You will also be asked to submit a separate **equality form** (see below).

The deadline is **Noon on Monday 6 March 2023**. Applications should be made by email to: **patrick@co3.org.uk**

Contact Patrick Minne on 07792 509003 if you have any queries about the role or the application process.

Equality Monitoring and Criminal Convictions Disclosure

Along with the CV and Form, you will be asked to complete and return the Equal Opportunities Monitoring and Criminal Convictions Disclosure Form in a separate document. Neither of these will be disclosed to anyone involved in shortlisting your application.

Disability

In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, "a physical or mental impairment which has, or has had, a substantial and long term adverse effect on your ability to carry out normal day to day activities".

If you consider yourself to have a disability relevant to the position for which you are applying, please contact Patrick Minne so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

Equal Opportunities

Charis is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

Timeline

CV, Supplementary Questions and Equality Monitoring and Criminal Convictions forms to be submitted

Noon, Monday 6 March 2023

First Interviews

Wednesday 15 March 2023

Second Interviews (may include a seen or unseen task)

Wednesday 22 March 2023

Final Interviews

Wednesday 29 March 2023





Please address any enquiries relating to the advertised position, and your submission, to Charis Cancer Care's recruitment partners:

Patrick Minne
[ENGAGE]

Tel: 07792 509003
Email: patrick@co3.org.uk

www.engageexec.co.uk

Enquiries unrelated to this recruitment can be addressed to:

Charis Cancer Care

163 Lough Fea Rd,
Ballybriest,
Cookstown,
BT80 9TU

T: 028 8676 9217
E: info@chariscancercare.org

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