

Sessional nurse helpline and Ask our Nurses

Directorate

Support and Influencing

Team

Nursing, healthcare professional engagement and health information

Reporting manager

Senior clinical nurse specialist helpline and Ask Our Nurses (AON)

Our charity

We're Breast Cancer Now, the research and support charity. We're the place to turn to for anything and everything to do with breast cancer. However you're experiencing breast cancer, we're here.

The brightest minds in breast cancer research are here. Making life-saving research happen in labs across the UK and Ireland. Support services, trustworthy breast cancer information and specialist nurses are here. Ready to support you, whenever you need it. Dedicated campaigners are here. Fighting for the best possible treatment, services and care, for anyone affected by breast cancer.

Why? Because we believe that by 2050, everyone diagnosed with breast cancer will live – and be supported to live well. But to create that future, we need to act now.

Overview of the directorate

The support and influencing directorate is responsible for delivering Breast Cancer Now's work to ensure everyone with or at risk of breast cancer gets the best possible care and treatment and is supported to live well.

We provide trusted information, connection and support to people affected by breast cancer across the UK. We work with healthcare professionals and healthcare teams to support them to provide the best possible care. And we are a powerful advocate, standing alongside people affected by breast cancer in calling for change.

This role is in the nursing, healthcare professional engagement and health information team.

Job purpose

The Sessional nurse, helpline and Ask our Nurses (AON) act as a resource for clients, healthcare professionals and the wider public about breast health and breast cancer. This includes providing information and support to clients by phone, email, social media.

The helpline service is run throughout the week, and on Saturday mornings (the latter of which is optional). Team training generally occurs twice a year on Saturdays.

Key tasks and duties

Communication

- To work on the helpline and AON services, responding to phone, email, and social medial enquiries and providing information and support about all aspects of breast health and breast cancer
- To raise awareness of, and signpost to, relevant internal and external support services
- In conjunction with the nursing team, contribute to the development of the helpline and AON services

Personal and People Development

- To keep informed of current developments in breast cancer and breast health
- To keep up to date on a national breast cancer related health care policy
- To be an effective member of the nursing team, presenting a positive impression of the team and the service
- To recognise, respect and promote the different roles and diversity of the individuals within the team
- To seek and reflect on feedback from the team and adapt as necessary
- To assess one's own educational needs
- To be responsible for maintaining own portfolio of revalidation evidence for the NMC
- To be competent in most administrative tasks and maintain accurate records
- To attend regular clinical supervision

Quality

- To take part in the quality monitoring processes for the helpline and AON services
- To hold responsibility for clinical content of own all aspects of the role
- To ensure information provided is non-judgemental, non-directive and empathetic
- To work within the NMC Professional standards of practice and behaviour for nurses, midwives and nursing associates. The Code and maintain own registration
- To maintain confidentiality

General

- To be an effective member of the team, presenting a positive impression of the team and the services
- To work collaboratively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds, where the work of others is valued and respected

- To attend internal meetings and training as required
- To adhere to Breast Cancer Now's health, safety and wellbeing policy and procedure and all other HR-related policies and procedures
- To undertake any other duties that are within the scope and remit of the role and as agreed with your manager

Person specification

Qualifications and experience

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Registered General Nurse	x	
Relevant qualification in cancer or breast care nursing, either stand-alone or as part of degree studies	x	
Current or very recent experience of working directly with breast cancer patients and/general cancer patients	x	
Providing information and support by telephone and in writing	x	
Researching and/or writing health information		x
Working in a team with mixed roles and experience		x

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Providing information and support by telephone and email	x	
Researching and writing health information		x
Using social media channels		x
Working in a charity setting (paid or unpaid)		x
Working on a helpline		x
Supporting research projects		x

Skills and attributes

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Good interpersonal, written and verbal communication skills	x	
Ability to work as part of a team and on own initiative	x	
Ability to use Microsoft office packages, telephone systems and the internet		x
Ability to show tact and discretion when dealing with sensitive and confidential information	x	
An understanding of and commitment to maintaining confidentiality regarding client and colleague information	x	
A passion for Breast Cancer Now's vision		x
Able to work flexibly managing own time and projects efficiently		x

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
An understanding of issues relevant to working in a charity		x

Knowledge

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Ability to demonstrate excellent knowledge of benign breast disease, breast cancer, treatment, recovery and secondary breast cancer	x	

Role information

Key internal working relationships

You'll work closely with the following:

- Nursing, healthcare professional engagement and health information
- Services team such as primary breast cancer services, secondary breast cancer services, personalised support services and service business support

General information

Role location and our hybrid working model	This role is home based. Our office is 6 th Floor, The White Chapel Building, 10 Whitechapel High Street, London E1 8QS (open Monday to Friday)
Induction	It's important you have a positive induction experience and therefore, you'll be asked to consider coming into the office more frequently during your initial period of employment. This will enable you to get to know your manager and team colleagues quicker. This also allows you induction process to be meaningful and comprehensive, allowing for support to be provided more readily. Thereafter you will be able to follow the hybrid working model as described above.
Hours of work	6.25 hours per week minimum
Contract type	Permanent
Medical research	We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there's no alternatives.
Conflict of interests	You'll be obliged to devote your full attention and ability to your paid duties. You shouldn't engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.
Immigration, Asylum and Nationality Act 2006	You shouldn't have any restrictions on your eligibility to indefinitely work or reside in the UK.

Our commitment to equity, diversity and inclusion

We're committed to promoting equity, valuing diversity and creating an inclusive environment – for everyone who works for us, works with us, supports us and who we support.

How to apply guidance

We hope you choose to apply for this role. In support of your application, you'll be asked to submit your **anonymised** CV which means removing all sensitive personal information such as your name, address, gender, religion and sexual orientation. You're also asked to provide a supporting statement. When doing so please ensure you refer to the essential criteria on the person specification and clearly provide as much information as possible with examples to demonstrate how and where you meet the criteria.

Job description dated October 2025

Find out more about us at
breastcancernow.org

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CANCER
NOW** The research &
support charity