Safeena
Muslim Cancer Support Network

In Partnership with
MACMILLAN CANCER SUPPORT

Charity Support and Campaigns Manager

This post is funded through external grant funding and is subject to the continuation of that funding.

Salary
£36,000
Per Annum

Contract
24 months
Fixed-term contract. Full Time, 37.5 Hours per week

Location
Home-based in the UK
Regular travel nationally (travel expenses will be reimbursed)

Reports to
Head of Transformation

- Flexible working arrangements available.
- Regular working on evenings and weekends.

"Support the future of the **UK's first Muslim Cancer Support Network.**"

Section 1
About Safeena

Safeena is the UK's first Muslim Cancer Support Network, dedicated to ensuring that no one facing cancer feels alone.

We provide:

- Faith-informed emotional and spiritual support
- Peer befriending and family support
- Bereavement Support
- Cancer literacy and early detection awareness
- Help navigating NHS and community services
- Culturally sensitive volunteer support
- Education and awareness in mosques and communities

Our work is rooted in **compassion**, dignity, sincerity, service (khidma) and the belief that every individual deserves culturally and faith centred care at their most vulnerable moment(s) .

Over 3.9 million Muslims live in the UK, and cancer outcomes for many remain deeply unequal. Safeena exists to change that.

Section 2

Why This Role Matters

Safeena is undergoing a major two year transformation to build a professionally governed, data driven national organisation. The Charity Support & Campaign Manager plays a critical role in strengthening Safeena's service pathways, coordinating casework, delivering community campaigns, and ensuring volunteers have the tools and materials needed to provide safe, consistent and culturally competent support.

This role is central to delivering Safeena's strategic pillars and Macmillan partnership objectives, connecting Muslim communities, people affected by cancer, volunteers and the health system, using community insight to improve access to cancer information, support and services. Tasks will include:

- **Improving access to culturally sensitive cancer support**
- **Strengthening case management and triage pathways**
- **Delivering national awareness campaigns and events**
- **Producing high-quality materials for use by Volunteers and Service Users**
- **Supporting volunteers with guidance, documentation and resources**
- **Ensuring Safeena's services are safe, consistent and aligned with governance standards**

This role will shape Safeena's future by developing campaigns, partnerships and donor relationships that enable us to scale our impact nationally.

Section 3
Our Values

Sincerity (Ikhlas)

- We serve with authenticity, compassion and integrity.

Accountability

- We commit to transparency, good governance and responsible leadership.

Faith-Informed Support

- We provide culturally and spiritually sensitive guidance for those who need it most.

Service (Khidma)

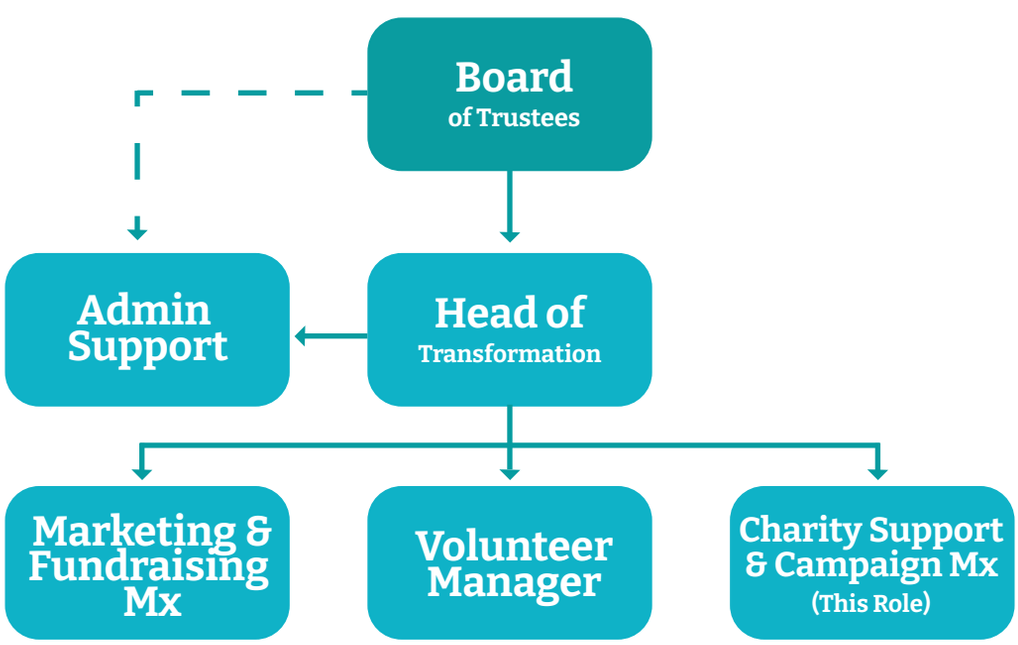
- We honour the trust placed in us by serving with humility and care.

Benefit to Humanity

- We act for the wellbeing of individuals, families and communities.

Section 4

Organisational Structure



Section 5

Role Summary

The Cancer Support & Communities Manager will play a key role in improving access to trusted, culturally appropriate and faith-sensitive cancer information and support for Muslim communities across the UK.

The postholder will develop Safeena's community support pathways, build trusted relationships with communities and partners, coordinate cancer awareness and engagement activity, and ensure that the voices and experiences of people affected by cancer inform the development of our services.

Working with volunteers, Community Champions, mosques, healthcare professionals, cancer organisations and community partners, the role will help identify and address barriers to accessing cancer information and support, particularly where inequalities exist.

The postholder will coordinate the development and maintenance of high-quality cancer information, volunteer guidance and community resources, working with appropriately qualified professionals and subject-matter experts to ensure content is safe, accurate, accessible, culturally appropriate and faith-sensitive.

Using community insight, service data and feedback, the role will identify unmet need, strengthen referral and support pathways and contribute to the continuous improvement and evaluation of Safeena's services.

This role is central to delivering Safeena's transformation, including:

- Casework coordination and triage
- Production of clinical and non-clinical documentation
- Delivery of awareness sessions and community events
- Volunteer support with materials, guidance and resources
- Strengthening service pathways and quality assurance
- Contributing to quarterly dashboards and evaluation

"The role will give the post holder the opportunity to work closely with the Executive Team whilst working autonomously to deliver lasting change"

Section 6

Key Responsibilities

Casework, Triage & Service Pathways

- Coordinate Safeena's triage and referral processes
- Manage casework pathways, ensuring timely and appropriate support
- Work with volunteers to match service users with Befrienders and Navigators
- Identify gaps in support and escalate concerns appropriately
- Ensure all casework follows Safeena's safeguarding, confidentiality and data policies
- Maintain accurate case records and contribute to monthly quality checks

Community Engagement, Health Inequalities & Partnerships

- Own and develop the Community Champion programme, delivering community engagement approaches that increase awareness, participation and access to cancer support within Muslim communities.
- Coordinate and support a national Community Champion-led cancer awareness programme.
- Develop and maintain the Champion training framework, resources and role boundaries, clearly distinguishing the Community Champion and Befriender pathways.
- Build trusted and sustainable relationships with mosques, community organisations, grassroots groups, healthcare organisations and other r elevant partners.
- Ensure the voices and experiences of people affected by cancer, particularly those experiencing barriers to accessing information or support, inform the development and improvement of Safeena's services.

- Identify barriers, inequalities and gaps in access to cancer information and support, and work collaboratively with communities and partners to develop appropriate responses. This will be carried out in conjunction with the Head of Transformation and Trustees.
- Support communities to participate in the co-design and co-production of Safeena's services, resources and awareness activity.
- Strengthen the capacity and confidence of community organisations, Community Champions and volunteers to engage communities in conversations about cancer.
- Use community insight, service data and feedback to identify priority communities and areas of unmet need.
- Develop sustainable community networks that strengthen pathways between Safeena, Muslim communities and health and cancer services.

Cancer Information, Resources & Content

- Coordinate the development, adaptation, review and maintenance of high-quality cancer information and support resources for service users, communities and volunteers.
- Work with appropriately qualified healthcare professionals, cancer organisations, scholars, chaplains and subject-matter experts to ensure resources are accurate, evidence-informed, culturally appropriate and faith-sensitive.
- Translate complex cancer information into accessible formats appropriate for different audiences and levels of health literacy.
- Develop practical guidance, conversation tools, signposting resources, checklists and support materials for Safeena volunteers and Community Champions.
- Establish appropriate review, approval and version-control arrangements for published information and volunteer resources.
- Identify opportunities to adapt or signpost to high-quality information produced by established cancer organisations rather than unnecessarily duplicating existing resources.

- Support the development of accessible and translated resources where community need has been identified.

- Gather feedback from service users, volunteers and communities to continually improve the accessibility and usefulness of Safeena's information.

Campaigns, Community Engagement & Partnership Development

- Plan and deliver national awareness events, workshops and Chai Meetings.
- Coordinate logistics, venues, speakers, volunteers and materials.
- Support Community Champions with resources for outreach and education.
- Deliver awareness sessions in mosques, community centres and online.
- Build relationships with Imams, scholars, mosques and community organisations.
- Strengthen referral and signposting relationships between Safeena and statutory and voluntary-sector services.
- Represent Safeena at relevant community, cancer and health-sector meetings and networks.
- Identify opportunities for collaboration, shared learning and joint community engagement.
- Develop trusted relationships that increase Safeena's reach while avoiding unnecessary duplication of existing cancer support services.
- Strengthen Safeena’s visibility and trust across communities.

Volunteer Practice & Resources

- Joint responsibility with the Head of Transformation and Volunteer Manager for the creation and implementation of the volunteer portal.
- Develop and maintain the wider volunteer framework, including handbook, policies, training, supervision and development.
- Provide volunteers with clinical and non-clinical materials needed for safe delivery.
- Support volunteers delivering awareness sessions, befriending and navigation.

- Work with the Volunteer Manager to ensure volunteers feel confident and equipped alongside their support including: recruitment, onboarding, training, supervision, retention, recognition and progression of volunteers.
- Volunteer data, systems, quality assurance and reporting
- Contribute to training content, induction materials and refresher sessions.
- Offer guidance on casework, documentation and community engagement.
- Contribute to the development and scaling of Safeena's national volunteer model.
- Ensure appropriate safeguarding, quality assurance, support, follow-up and escalation.

Cancer Awareness & Health Literacy

- Develop and coordinate culturally appropriate cancer awareness and health-literacy activity that helps communities access reliable information about cancer prevention, signs and symptoms, screening, diagnosis, treatment and support.
- Work with community partners to identify misconceptions, information gaps and barriers to accessing cancer information and services.
- Ensure awareness activity encourages appropriate engagement with NHS and cancer services and remains within Safeena's agreed scope of practice.
- Equip volunteers and Community Champions with approved resources and key messages to enable consistent and responsible community engagement.

Governance, Reporting & Quality Assurance

- Maintain accurate records of casework, events and campaign activity.
- Contribute to quarterly dashboards covering reach, equity and outcomes.
- Support external evaluation and learning brief.
- Ensure compliance with safeguarding, risk management and data protection.
- Work closely with Admin Support to maintain CRM data quality.

Collaboration & Organisational Development

- Work closely with the Transformation Manager on governance and sustainability.
- Collaborate with the Volunteer Manager and Charity Support & Campaign Manager on campaigns and pathways.
- Contribute to Safeena's long-term scale-up plan.
- Support organisational transformation into a professionally governed organisation.

This job description is intended as a guide to the main duties and responsibilities and is not exhaustive. The postholder may be required to undertake other duties consistent with the grade and nature of the role.

This role is home based but will be require travel nationally and will need to cover some evening & weekend working.

Section 7

Person Specification

Qualifications / Knowledge

Essential

- Experience in casework, community support or service coordination
- Experience organising events, workshops or community campaigns
- Strong understanding of Muslim communities, mosques and cultural dynamics (role open to all)
- Experience producing guidance materials or documentation
- Excellent communication and interpersonal skills
- Ability to build trust with volunteers, service users and community partners
- Strong organisational skills and ability to manage multiple priorities
- Compassionate, faith-sensitive and culturally competent approach
- Knowledge of safeguarding, confidentiality and risk management

- Ability to work autonomously within a fast-paced transformation programme
- Appointment is subject to satisfactory clearance of an Enhanced DBS including the Barred List and evidence of the right to work in the UK

Desirable

- Experience in cancer support, health inequalities or bereavement services
- Understanding of co-design, co-production and community-led approaches, and the ability to involve people with lived experience in the development of services and resources.
- Experience developing materials to support staff members and service users
- Experience working with Macmillan or NHS partners
- Project management experience or qualifications

Section 8

Key Deliverables (Year 1)

- Number of Community Champions recruited, trained and actively engaged
- National rollout across agreed priority areas
- In-person community awareness sessions nationally
- Community reach and engagement
- Follow-up activity and impact measurement
- Volunteer retention and engagement
- Training and supervision completion
- Volunteer portal developed and implemented, with agreed milestones and timescales

Section 9

To apply

Please Submit

- Your CV (3 pages max)
- A supporting statement (max 2 pages) explaining:
  - Why you are motivated to join Safeena
  - Your experience casework, campaigns or community support
  - Your understanding of culturally competent and faith-sensitive support
  - How you meet the essential criteria

Applications should be sent to Jobs@safeena.org.uk

Shortlisted candidates will be invited to an interview.

Section 10

Equality, Diversity, Inclusion

Safeena is committed to creating an inclusive workplace where everyone is treated with dignity, respect and fairness. We welcome applications from all suitably qualified candidates, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

We particularly encourage applications from individuals and communities that are currently underrepresented in our organisation and the wider voluntary sector, including:

- People from ethnically diverse and racially minoritised backgrounds
- Muslim communities
- Individuals with lived experience of cancer or caring responsibilities
- People with experience of faith-based community engagement and community development

- Candidates who can bring diverse perspectives and contribute to our commitment to tackling inequality and improving inclusion

Recruitment decisions will be made on merit, based on skills, experience and potential, in line with our commitment to equal opportunities.

Section 11

Closing Date

Closing date for applications:

Friday 16th October 2026