

# **Supervising and supporting your Cancer Information Services staff**



**Cancer Information Service must meet the international minimums standards set by the International Cancer Information Service Group.**

**The ICISG is happy to support and be a resource to cancer information services**

- **Code of Ethics**
- **Code of Practice**
- **Philosophy and Mission of the Service**

## **Staff selection criteria must include:**

- Relevant oncology qualifications and experience
- Specialist counseling skills
- Attitude and values which match those of the CIS
- Personal competence

**Telephone counsellors should ideally  
be employed on a 3 year, non-  
renewable contract to ensure the  
counsellor's well being and to prevent  
burnout**

**CIS must provide ongoing  
education, supervision and peer  
support**

- **Competency standards must be met through training**
- **Regular participation in case presentations, group supervision,**
- **Ongoing performance management and Annual Performance interviews**
- **Peer review**
- **Personal assessment and review**

- **Training manual must be provided and kept updated**
- **A current database of information regarding specific types of cancer, cancer treatment and community resources**
- **Attendance at lectures, conferences and meetings**



- **Good supervision practices are essential**
- **A pleasant, stress free work environment encourage staff to develop a confidential, genuine and respectful relationship with each caller**

- **New counsellor to be linked with experienced counsellor**
- **Supervisor open door policy**
- **Self care and stress reduction sessions and handouts**