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