

Job Description

Macmillan Beyond Diagnosis Service: Cancer Care Coordinator	
Salary:	£26,620 pro rata (£15,972 actual)
Working Hours:	22.5 hours per week (15 hours considered)
Reports to:	Service Manager
Accountable to:	Managing Director of Self Help UK
Appointment type:	Fixed Term until 31 st March 2025 (Possibility of extension)
Main Location:	Hybrid: <ul style="list-style-type: none"> • Self Help UK Office (NG5 1AP) • Home Working • Outreach into the community
Context	
<p>Through the partnership of Macmillan Cancer Support, Self Help UK and the Nottinghamshire Integrated Care System, the Macmillan Beyond Dagnosis service delivers support for people affected by cancer, as well as facilitated access to voluntary and community sector cancer specific support and wellbeing interventions across Nottingham and Nottinghamshire. Support and interventions will be identified using electronic health needs assessments (eHNA's) and personalised care and support planning. This will provide a structured and clear ongoing support plan for those living with and beyond cancer which are integrated with primary, secondary and community clinical care pathways.</p> <p>The aim of the service is to provide an improved experience for patients beyond their interactions with clinical services by contributing to the overall holistic approach to supporting people living with and beyond cancer. This will integrate the 'beyond medicine' approaches offered by the Voluntary and Community Sector (VCS) into existing and developing cancer pathways.</p> <p>The Macmillan Beyond Diagnosis Service also includes the NUH Cancer Prehabilitation service, where we provide the Beyond Diagnosis model through the Social Prescriber Link Worker role.</p>	
Job Purpose and Objectives	
<ul style="list-style-type: none"> • Assess individuals referred to the service. • Work in collaboration with the client to plan support and meet their needs, primarily through Holistic Needs Assessments (HNA's) and co-produced Care Plans. • Signpost individuals to appropriate services in the voluntary and community sector, with the aim of supporting them to live better with a Cancer Diagnosis. • Make appropriate referrals to Beyond Diagnosis, short intervention volunteers, self-management course or other organisations. • Signpost to wider community support. • Liaise with referral agencies, primary care and local cancer support organisations to maximise the uptake of our service by people affected by cancer. • Deliver training and workshops where relevant. 	

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- Raise awareness of the project across Integrated Care Partnership (ICP) areas to support the development of referral pathways for people affected by cancer.
- Engage with new and existing partners to ensure the project is embedded within developing care pathways.
- Documentation and data entry on the relevant IT systems.
- Have a comprehensive understanding of safeguarding and coordinate safeguarding concerns.

Responsibilities

Main Responsibilities

- Meet with individuals referred to the Gateway and undertake electronic health needs assessments (eHNA's) with them.
- Create a Care and Support plan from the eHNA results to support each service user through their cancer journey.
- Refer service users to the appropriate services in the voluntary and community sector based on their Care plan, with the aim of supporting them to live better with a Cancer Diagnosis.
- Work closely with the Macmillan Beyond Diagnosis team to become familiar with organisations and groups offering cancer support in the voluntary and community sector.
- Ensure a smooth referral procedure is in place for referring service users onto organisations and groups offering cancer support in the voluntary and community sector.
- Work closely with colleagues to ensure there is an exchange of knowledge and support, particularly with referrals and supporting volunteers.
- Where appropriate liaise with clinical and care teams regarding service users.

Referrals

- Ensure all referrals are dealt with in a timely manner.
- Ensure all referrals are accurately recorded on Lamplight (database).
- Work closely with the Referral Administrator to ensure all referrals are accurately and consistently recorded on Lamplight.

Volunteer Support

- Work closely with the Volunteer Lead to become familiar with the types of volunteer roles and volunteers' availability, facilitating appropriate support.
- Support and supervise the work of volunteers allocated to clients on your caseload, highlighting any issues and support needs promptly.
- Work closely with colleagues to ensure procedures for matching volunteers to tasks is supportive and effective.
- Recognise and address volunteer needs by working with the Volunteer Lead to support retention of volunteers within the project.

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- Identify training needs, gaps in service, and contribute to developing different kinds of support and creating plans.

Partnership working

- Engage with new and existing partners to ensure the project is embedded within their pathways.
- Liaise with referral agencies, primary care and local cancer support organisations to maximise the uptake of our service by people affected by cancer.
- Under the supervision of the Cancer Support Lead, and in line with project plans, ensure delivery of the service to maximise its impact for service users and the community, using existing skills, knowledge, networks and learning.
- Engage with new and existing partners to ensure the Gateway increase its reach and sustainability.
- Develop and build local networks and partnerships to ensure the promotion and success of the Gateway.

Training

- Deliver training and workshops where relevant /requested on the Gateway project, eHNAs, care plans.
- Deliver training to volunteers if requested by the Volunteer Coordinator.

Data and Monitoring

- Attend all training on Lamplight and ensure you keep up to date with new developments or changes.
- Ensure all work and data is captured on Lamplight as required.
- Ensure supervision and management of volunteers is recorded on the Lamplight system.
- Capture, record and evaluate feedback from work with service users to improve service user experience and to offer an ever-improving service.
- Provide data to contribute to written reports, articles, statistical records and other monitoring as requested.
- Provide regular updates and reports on the progress and challenges of all aspects of the project to the relevant SHUK Managers as requested.
- Understand the data requirements for the project, including the evaluation and outcome measures.

Policies and Information

- Have a comprehensive understanding of safeguarding policies and discuss any safeguarding concerns with the safeguarding lead.
- Become familiar with, and know where to access, Self Help UK policies.
- Ensure familiarity with all policies relevant to the Beyond Diagnosis Service, with guidance from the Service Manager and Cancer Support Lead.

Professional development

- To identify training needs and undertake in-house, Macmillan Professional and external training as requested and agreed with line manager.
- To develop one's own professional growth with input from line manager.

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- Commitment to working with the Cancer Support Lead on planning skills development.

Other Duties and Responsibilities

- To attend and contribute to internal and external meetings, and group and individual supervision as requested by line manager.
- To ensure that all requests for leave and working arrangements are discussed with the line manager in advance, and report/certify all sickness as appropriate.
- As part of the office team, assist with general administrative duties including answering incoming phone calls, hosting visitors, supporting volunteers etc.
- Make constructive contributions to the effectiveness of the organisation.
- To work in accordance with the vision, mission and values of Self Help UK and to observe policies, procedures and working practices set out by the Board of Trustees.
- To undertake any other duties appropriate to the grade and post as specified by your line manager.
- This role will involve occasional weekend and evening work.

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Person Specification Cancer Care Coordinator (Macmillan Beyond Diagnosis Service)	
Essential Criteria	Desirable on appointment (if not attained, development may be available for successful candidate)
<p>Knowledge</p> <ul style="list-style-type: none"> • A basic understanding of cancer and its impact on people's lives • Understanding of relevant legislation and practices related to data protection, safeguarding, and confidentiality • Understanding of equality, diversity, and inclusion, and a commitment to ensuring these principles • A good understanding of the importance of health and safety at work • Knowledge and understanding of holistic care and providing person-centred support in the voluntary sector 	<ul style="list-style-type: none"> • An understating of self help groups, self help and self care • An understanding of Macmillan Cancer Support as an organisation and their services • An understanding of the current and changing healthcare system in Nottinghamshire
<p>Experience</p> <ul style="list-style-type: none"> • Experience of providing support and information in people-facing roles within the health, community, or voluntary sector • Experience of assessing and supporting vulnerable people and those with long term health conditions • Experience of dealing with highly emotive issues and strong emotional difficulties within a professional setting • Experience of managing competing priorities 	<ul style="list-style-type: none"> • Experience of working with those living with cancer and the services that support them • Experience of working with and motivating volunteers • Experience of personally volunteering • Experience of delivering training • Experience of doing Holistic Needs Assessments • Social Prescribing experience

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<ul style="list-style-type: none"> • Experience of working holistically with individuals and organisations • Experience of building and maintaining networks and relationships • Experience of Multi-Disciplinary working • Experience of working with a range of agencies and sectors including health, local authority, voluntary and business sectors 	
<p>Technical/Occupational skills</p> <ul style="list-style-type: none"> • <u>Full driving licence and access to a car for work use</u> • Good planning, organisational, and time management skills • Ability to work as part of a multi-disciplinary team as well as on own initiative, balancing autonomous and collaborative working within the same role • Ability to deliver on agreed objectives within deadlines • Strong interpersonal skills e.g. tact, diplomacy, persuasion and negotiating skills • Ability to communicate effectively in writing and to produce documents in a range of formats to suit a range of audiences • Ability to liaise with a wide range of organisations and people, communicating at different levels as required • Ability to effectively cope with conflicting and complex demands • Emotional resilience to deal with challenging situations and the hardships faced by patients/carers • Ability to handle confidential and sensitive information 	<ul style="list-style-type: none"> • Research and project work skills • Proficient in using Lamplight CRM system

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<ul style="list-style-type: none"> • Good IT skills and knowledge (Microsoft Word, Excel and Outlook) • Ability to make decisions within own area of responsibility 	
<p>Qualifications</p> <ul style="list-style-type: none"> • Ongoing commitment to Continuing Professional Development 	<ul style="list-style-type: none"> • Accredited qualification in Health and Social Care related field (NVQ, QCF diploma, BTEC, degree)
<p>ATTRIBUTES</p> <ul style="list-style-type: none"> • Can meet the requirements of the UK 'right to work' legislation*. 	

*Self Help UK has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect, for example a UK passport; a full UK birth certificate; a Home Office document or visa evidencing the right to take this employment. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. Self Help UK is not able to provide Tier 2 sponsorship for this role.