

Job Title:	Macmillan Cancer - Information and Support Service Assistant
Reports to (job title):	Macmillan Cancer - Information and Support Service Manager
Line Manager to:	N/A

Job purpose

The post holder will meet with patients/clients, carers, relatives, and professionals to support access to high quality information and support in relation to cancer.

The Support Assistant will provide a practical resource to help connect individuals and services at a local level towards the promotion of self-management of their cancer journey and to improve health and wellbeing.

This support will include assessments of holistic needs, provision of verbal and written information, supportive listening, care planning and signposting to other services.

To support and contribute to the development of the local strategy for the recruitment and retention of volunteers including training and mentoring.

To contribute to the delivery and development of the local service offer and to deputise for the Macmillan Cancer – Information & Support Service Manager during periods of annual leave and absence.

Key responsibilities

- Listen, understand, and assess enquiries from all those affected by cancer and health care professionals and to exercise judgement in the identification of needs providing appropriate information and support as required that can often be highly sensitive and emotive.
- Develop robust collaborative working across primary care, secondary care, community services, other health providers and the voluntary sector.
- Other key relationships will be with the commissioning manager of West Lancashire CCG, other key internal stakeholders, Macmillan Cancer Support and Southport and Ormskirk Hospital Trust Cancer teams and other Hospital Trusts where residents of West Lancashire with suspected cancer are referred to.

Functional Responsibilities

- To assess the needs of individuals attending/contacting the service and to identify the required level of intervention.

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- Communicate sensitively and compassionately in highly emotive situations with service users, their families and carers who may be very distressed.
- The post holder will provide advice and support information around topics such as diagnosis, treatment options and side effects in both written and verbal formats and provide advice on a range of other issues e.g., welfare benefits, travel insurance, and how to access other services.
- Undertake holistic needs assessments and develop care plans with service users, which will include newly diagnosed patients and some previously diagnosed, assessing emotional, spiritual, practical, physical, and social needs. Then brokering access to a wide range of local services including dietary, emotional, therapeutic and welfare benefits to support the individual at any stage of their cancer journey.
- Apply detailed knowledge of information resources and cancer treatment pathways together with their experience of dealing with cancer issues to ensure that service users gain benefit from contact with the service.
- Demonstrate a willingness to identify own learning and development needs and be willing to undertake further study, both formal and informal in order to address these needs.
- Organise the collection, collation, and inputting of data regarding contacts with the service by service users, carers, and health care professionals both in person and by telephone.
- Contribute to the planning and organisation of events and displays outside of the Information Centre including the Community Health & Wellbeing Events in West Lancashire.
- To manage and maintain accurate stock records for information resources provided in and through the Information Centre.
- To support the Macmillan Cancer – Information & Support Service Manager in the production of the annual user/health professional's satisfaction survey and collate and present the results for inclusion in the Annual Service Review report.
- The post holder will work within the Operational policies for the information and support service as a whole and for their post but will be expected to use their own initiative and judgement in dealing with enquiries.
- The post holder will ensure that situations or enquiries requiring specialist intervention are referred appropriately and in a timely fashion.
- To provide administrative support and assistance to the Macmillan Cancer – Information & Support Service Manager in the delivery of key projects and service improvement initiatives.
- To produce performance and quality improvement reports as required by our commissioners.
- To work flexibly in order to deliver the objectives of the Cancer Information & Support Service.
- The post holder will deputise for the Macmillan Cancer – Information & Support Service Manager as required
- Provide supervision and support to volunteers to develop the volunteering roles and enhance the volunteering experience within the Service.
- To deliver training and support to volunteers in the workplace including ongoing operational support to volunteers in undertaking and developing their volunteering roles.
- To ensure the safety & security of the resources within the Information Centre
- Identify areas of low stock and initiate orders for replacement and replenishment of information resources

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- Responsible for ensuring that information displays are adequately stocked with appropriate information resources at all information points across West Lancashire.
- The post holder will implement the policies and protocols relevant to their position.
- The post holder will contribute to the continuous improvement and development of the service, identifying areas for change/improvement, suggesting new approaches and implementing changes in practice identified through other routes e.g., Annual service review or service user feedback.

Awareness and knowledge of Macmillan Cancer Support – six-point strategy for people living with cancer by 2030. These are outlined below and underpin all of Macmillan Cancer Support works:

- Everyone with cancer will know that they can turn to Macmillan and how we can help from the moment they are diagnosed.
- Everyone with cancer will have a conversation about all their needs and concerns and get the support that's right for them.
- Everyone with cancer will have their vital needs met by high quality services.
- Everyone with cancer that is treatable but not curable will be supported to live life as fully as they can.
- We'll inspire more people to give to Macmillan so we can continue to be there for people when they need us most.
- We'll improve the key activities which support Macmillan to do its work as efficiently and effectively as possible.

Hours of Work

The post holder will be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu.

- Undertake appropriate Induction and Mandatory training. To continually update professional awareness and carry out other duties deemed appropriate to the grade of the post.
- The post holder is required to take all reasonable measures in relation to their health and well-being.
- This job description is not intended to be exhaustive but to indicate the main responsibilities of the post and may be amended from time to time after consultation with the post holder.
- The duties listed above may change over time and additional duties may be required appropriate to the pay band of the post.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the

expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • Accountability • Involve • Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.

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- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourish. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification Essential

Qualifications

- Diploma or equivalent level of knowledge/experience
- Communication Skills Training e.g., Sage & Thyme

Knowledge & Experience

- Working in a health and social care environment or voluntary sector organisation
- Experience of working in a service user facing environment.
- Experience of working with service users and patients with long term conditions
- Experience of providing advice and information services through both direct support and signposting to other organisations where appropriate

Skills & Abilities

- Excellent communication and interpersonal skills – being able to communicate effectively at all levels.
- Good organisation and administration skills
- Excellent IT skills in word, spreadsheets, use of social media and production of information materials
- Understanding of audit process
- Ability to work independently and prioritise own workload
- Participation in service development and implementation of change
- Able to present information to professional groups

Personal Qualities

- Ability to work flexibly
- Car owner to travel routinely within West Lancashire and to travel outside the area as required for the role
- Self-motivator
- Commitment to personal and team development
- Ability to support service users, families and carers through diagnosis, cancer treatment and those who may be at the end of life

Desirable

- Experience of working in a cancer care environment
- Working with volunteers
- Understanding of Macmillan Cancer Support priorities

Job Description

Employee signature

Manager signature
