

Job Title:	Macmillan Cancer Information & Support Service Manager
Reports to (job title):	Team Leader
Line Manager to:	

Job purpose

To be responsible for the planning, development, and operational management of the Macmillan Cancer Information & Support Service (MCISS) providing a focal point through a hub and spoke model for Cancer Information & Support in West Lancashire.

To provide specialist information and support to anyone affected by cancer in West Lancashire – and this could be a person with a diagnosis, carer, friend or relative, someone concerned about symptoms or seeking health promotion material or a health care professional.

To deliver the cancer information and support service through a hub and spoke model across West Lancashire from the Macmillan Centre based in Skelmersdale and across outreach locations throughout the Borough.

To link and signpost service users to local support, where appropriate other services, local information, and local communities. The service will also work closely with West Lancashire – Social Prescribing Service in supporting those affected by cancer in the Borough

To ensure that the Macmillan Cancer Information & Support Service in West Lancashire is developed and transformed in accordance with locally agreed service specifications and is in keeping with the wider national strategies for cancer information services.

To undertake analysis and research of national policy developments in relation to cancer information services and translate these in line with local strategies into service improvement opportunities.

Base

West Lancashire

Key responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -

- To lead, manage and continuously develop the provision of a high-quality information and support service to all those affected by cancer in West Lancashire across multiple locations including but not exclusive to community services, primary care, hospital-based settings, and other locations identified.
- To promote a continuous improvement approach to MCISS Service delivery identifying and responding to new approaches to cancer care within the parameters of the existing agreement. Whilst also focusing on the development of business cases utilising funding opportunities to grow and invest in the service.
- To coordinate and manage the Macmillan Cancer Information & Support Service (MCISS Centre) in Skelmersdale including other associated outreach activities within West Lancashire
- To be accountable for the delivery of the MCISS Service in West Lancashire in accordance with the agreements between commissioners and the host organisation and be responsible for the reporting of progress and service impact as specified
- To lead, develop and line manage the MCISS Centre team including recruitment and selection, annual appraisals, sickness and absence and other human resources issues relating to members of the MCISS staff team.
- To develop and lead on the MCISS volunteer programme proactively promoting volunteering opportunities and the role volunteers contribute to the service in West Lancashire. The responsibilities will include the line management of the volunteer team, recruitment of volunteers to the service, training, and ongoing supervision of volunteers
- To ensure all volunteers with the MCISS team are recruited in accordance with Virgin Care volunteer policies and practices including right to work checks, DBS checks and mandatory training
- To manage and develop secure and appropriate referral pathways into other community partnerships in the provision of support and information for service users including strengthening those links with local social prescribing services
- To lead and continuously develop the information and support service in accordance with both local and national strategies inclusive of those elements as specified in the local service specifications including but not limited to the delivery Holistic Needs Assessments (HNAs), principles of peer-led support, delivery of HOPE courses and the coordination of Health & Wellbeing events.
- To support the continued development and growth of the cancer information and support service for those affected by cancer in West Lancashire
- To act as a cancer specialist for the provision of information and support to all those affected by cancer in West Lancashire
- To be responsible for interpreting and assessing the needs of service users and proactively acting on this information including direct support from the MCISS where appropriate and onward referral into other local services to enhance the support available.
- To promote and continuously develop a collaborative and partnership working ethos in the promotion and delivery of the service. Through the maintenance of close working links and local cancer networks and

alliances and working with key partner organisations from the statutory and voluntary sector in creating and adding value to the service

- To ensure that the service user voice is heard and acted upon in the future planning and development of the service furthermore seeking new and innovative mechanisms to seek service user feedback on service delivery and impact
- To utilise and develop existing case management systems to accurately record service user assessments, ensure that activity can be recorded and reported, and that service impacts and outcomes can be regularly reported through these systems
- To be responsible for the publication of the annual service report ensuring that this report is shared in accordance with local governance arrangements with the locality steering group and commissioners.
- To ensure that in those instances where service user information is shared with other organisations this is undertaken in accordance with Virgin Care policies and procedures and in accordance with Data Protection principles.
- To ensure that the service and the processing of information by the service, its staff and volunteers is undertaken in accordance with data protection principles at all times
- To maintain regular relationships with key partner organisations and participate in Cancer Care Reviews and Gold Standard Framework meetings where appropriate
- To participate in self-development and training which is appropriate to the post and the delivery of the MCISS
- To be responsible for adherence and compliance with all requirements of Health & Safety procedures and protocols pertaining to staff, volunteers, premises, and service users.
- To be responsible for the delivery of other duties which are appropriate to post and grade

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 2018 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.
- 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 flourishes. 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

- Relevant professional knowledge through either a degree or equivalent experience in relevant field
- Training in or prepared to work towards training in Advanced Communication skills
- Evidence of continuing professional development, with relevant specialist training and experience

Desirable

- Experience of project development and the implementation and delivery of service improvement initiatives
- Experience of working with cancer patients
- Experience in the recruitment and retention of volunteers.
- Experience in providing psychological support and advanced communication skills
- Experience of working with community groups
- Experience of working with stakeholders in the delivery of service improvement initiatives
- Experience of providing service-user support through a virtual model and utilising technology-based solutions to enhance service delivery.
- Experience of development of service user impact measures and providing evaluation of this information towards continuous service improvement

Able to develop and set standards and monitor performance against standards

Other requirements:

- Enthusiastic and motivated
- Flexible and able to respond to changing priorities
- Reliable, respectful and approachable
- Displays a caring attitude and manner towards patients and staff at all times
- Able to use telephone headsets, computers and display screens

Employee signature

Manager signature
