

## Job Description

<b>Cancer Support and Care Coordinator x 2</b>	
<b>Salary:</b>	£24,000
<b>Working Hours:</b>	Up to 37 hours per week (job share and part time hours may be considered for one of the roles)
<b>Reports to:</b>	Beyond Diagnosis Manager
<b>Accountable to:</b>	MD of Self Help UK
<b>Appointment type:</b>	To March 2024 (with expectation posts will become permanent subject to funding)
<b>Main Location:</b>	21-23 Pelham Road, Nottingham NG5 1AP
<b>Context</b>	
<p>Self Help UK has been empowering individuals and groups for 40 years this year. With its roots firmly in peer support, Self Help UK understands the power of providing the right level of support to enable individuals to take control of their own lives.</p> <p>Through the partnership of Macmillan Cancer Support and local NHS services, Self Help UK provides an improved experience for people, beyond their interactions with clinical services, by contributing to the overall holistic approach to supporting people living with and beyond cancer.</p> <p>We currently have two new opportunities to join the team following a successful pilot with some of the Nottingham City Primary Care Networks (PCN). The roles are varied, working within GP practices and in the community offering to ensure the needs of people living with cancer are appropriately met. We provide a range of cancer support services from undertaking Macmillan Holistic Needs Assessments and support plans, to supporting with Cancer Care Reviews, working with practices to increase cancer screening rates and liaising with other services, health professionals and our own volunteers to ensure a quality, personalised service. At the heart of our work is tackling health inequalities by empowering individuals through self-care, peer support, skill development and information.</p> <p>As part of our work within the PCNs, we may also undertake other none cancer specific roles such as support with safeguarding processes or some basic medical tasks such as blood pressure monitoring or taking blood samples.</p> <p>We are looking for people who believe in person centred care and are enthusiastic, compassionate, organised, reliable and flexible to join the Beyond Diagnosis Team within Self Help UK. In return we offer full training, a generous holiday allowance of 30 days pro rata (plus bank holidays), a competitive salary, with provision for increases within role and up to 6% pension contribution, as well as a supportive and friendly team.</p> <p>We welcome an informal discussion about the roles before interview – please contact Cath Cameron-Jones or Kerry Brealey on 1005 9111662.</p>	
<b>Job Purpose and Objectives</b>	
<ul style="list-style-type: none"> <li>Depending on the role taken within the team (and this may change over the</li> </ul>	

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period of the contract as the service develops to support the Clinical Cancer Pathway most appropriately) tasks may vary.

- Those working within PCNs will be focussing more on Cancer Care Reviews and Screening uptake as well as assisting PCNs with processes such as Safeguarding. Additional tasks such as taking blood samples, blood pressure monitoring, weight and height measuring may be required.
- More generally, coordinators will be undertaking Holistic Needs Assessments and developing person centred plans with individuals affected by cancer addressing lifestyle choices, connecting people to communities, to volunteers and volunteer opportunities, peer support groups for practical and emotional support and statutory services.
- Providing case management and direct practical and emotional support as identified in the person centred support plan.
- Liaising with health professionals to ensure continued close working around service delivery and around the care and support needs of individuals.
- Promoting Macmillan Beyond Diagnosis through your interactions with clients, referrers, other professionals and volunteers and ensuring high quality service delivery.
- Tackling health inequalities through individual and community based work

**As well as the core role above, coordinators will be part of a team who will be flexible in their work to ensure the service as a whole can deliver on the requirements below. Members of the team may take a lead in a particular area but in order to ensure flexibility of approach and delivery, responsibilities may change over time according to the relative strengths within the team and the needs of the service.**

- Undertake promotional or educational activity relating to cancer or personalised support in general or The Macmillan Beyond Diagnosis service, by attending events, talking at team meetings or seeking ways to advertise the service as required.
- Support the volunteer offer through recruitment and retention of volunteers, offering training, peer support, newsletters, supervision and ensuring appropriate policy and procedures are available to support volunteer service delivery.
- Identify gaps in service provision and be involved in the development of peer support groups to meet that need.

## Responsibilities

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### Main Responsibilities

- Meet with all individuals Macmillan Beyond Diagnosis Gateway and undertake an electronic Health Needs Assessments (eHNA's) with them
- Create a personalised support plan from the eHNA results to support each client through their cancer journey
- Help patients maintain or regain independence through living skills, adaptations, enablement approaches and simple safeguards.
- Coordinate support and follow up with the client to ensure needs are appropriately met.
- Engage effectively with clients on wider health determinants and health related goals making healthy lifestyle choices in respect to their physical health and mental wellbeing.
- Refer clients to the appropriate to services in the voluntary and community sector based on their personalised support plan, with the aim of supporting them to live better with a Cancer Diagnosis
- Through networking and research, become familiar with organisations and groups offering cancer or other specialised support in the voluntary and community sector
- Understand the statutory offers from housing, social care and health in order to refer clients as appropriate.
- Work closely with Secondary and Primary Clinical and nonclinical teams including Social prescribing, contributing to the overall patient experience when on the cancer pathway.
- Encourage the uptake of cancer self-help groups and self-care support by ensuring clients are aware of groups and are supported to access them.
- Match clients with volunteers where practical brief interventions or longer term emotional support are required.

### Referrals and case work

- Ensure all referrals are responded to in a timely manner and the person making the referral is kept up to date with progress.
- Ensure all interactions with or about clients and volunteers are accurately recorded on relevant data bases – this may include inputting information onto Health data bases in some circumstances as well as Self Help UKs database.
- Undertake individual risk assessments and contribute to overall risk management strategies.

### Volunteer Support

- Work closely with the Volunteer coordinator to become familiar with the types of volunteer roles, and volunteers available, to enable appropriate matching with clients.
- Recognise and address volunteer needs by working with the Gateway Volunteer Coordinator to support retention of volunteers within the project. Identify training

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needs, gaps in service, and contribute to developing different kinds of support and creating plans

- Support the volunteer coordinator in the delivery of training and peer support.

### **Strategic and Partnership working**

- Engage with new and existing partners to ensure the project is embedded within developing care 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 Macmillan Gateway VCS Manager and in line with project plans, ensure delivery of the project to maximise the impact of the project, using existing skills, knowledge, networks and learning
- Develop and build local networks and partnerships to ensure the promotion and success of Macmillan Beyond Diagnosis Gateway
- Raise the profile of the service with partners, funders and communities through effective communication.
- Capture, record and evaluate feedback from work with clients 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

### **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' and the relevant policies of any other organisation we are working in partnership with.
- Ensure familiarity with all policies relevant to Beyond Diagnosis, with guidance from your line Manager.

### **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

### **Other Duties and Responsibilities**

- To support the Beyond Diagnosis Manager with improvements and service change to ensure the service remains relevant to the needs of clients and the requirements of funders.
- 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.

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- Generally, contribute to the effectiveness of the organisation
- To work in accordance with the vision, mission and values of Self UK and to observe policies, procedures and working practices set out by the Board of Trustees
- Report all accidents / incidents, safeguarding concerns, ill health, failings in equipment and / or environment to line managers
- To work in partnership with health colleagues across primary and secondary care, and when on health premises, following policies relevant to that setting.
- 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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**PLEASE ADDRESS THE JOB DESCRIPTION WHEN WRITING YOUR PERSONAL STATEMENT, PAYING PARTICULAR ATTENTION TO THE ESSENTIAL CRITERIA BUT ALSO ADDRESSING THE DESIRABLE CRITERIA WHERE POSSIBLE.**

<b>Person Specification Macmillan Beyond Diagnosis Gateway Coordinator</b>	
<b>Essential Criteria</b>	<b>Desirable on appointment (if not attained, development may be available for successful candidate)</b>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Understanding of the principles of personalised support</li> <li>• Knowledge of relevant policies and procedures including those related to data protection, safeguarding and confidentiality</li> <li>• A good understanding of the importance of health and safety at work</li> <li>• A basic understanding of some of the issues of living with cancer</li> <li>• Knowledge and understanding of the voluntary sector and the legal context of volunteering.</li> <li>• Commitment to reducing health inequalities and proactively working to reach people from all communities</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• An understating of self-help groups, self-help and self-care</li> <li>• An understanding of Macmillan cancer support</li> <li>• An understanding of the current and changing Nottingham and Nottinghamshire healthcare system</li> <li>• Knowledge of the support needs of volunteers</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of working in the health, social care or voluntary sector</li> <li>• Experience of working with vulnerable adults or those with long term health conditions</li> <li>• Experience of managing competing priorities</li> <li>• Experience of building networks and new relationships within</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with those living with cancer and the services that support them</li> <li>• Experience of personally volunteering.</li> <li>• Experience of working with and motivating volunteers</li> <li>• Experience of assessing vulnerable people and those with long term health conditions</li> </ul>

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<p>a new development area.</p> <ul style="list-style-type: none"> <li>• Experience of working in partnership with a range of agencies and sectors (ideally including health, local authority and voluntary sectors)</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of delivering training/giving presentations.</li> </ul>
<p><b>Technical/Occupational skills</b></p> <ul style="list-style-type: none"> <li>• Ability to listen, empathise with people and provide person-centred support in a non-judgemental way</li> <li>• Able to get along with people from all backgrounds and communities, respecting lifestyles, and diversity</li> <li>• Able to support people in a way that inspires trust and confidence, motivating others to reach their potential</li> <li>• Ability to work as part of a multi-disciplinary team as well as on own initiative</li> <li>• Planning and organisational skills to enable delivery on agreed objectives within deadlines and effectively cope with conflicting and complex demands</li> <li>• Excellent interpersonal skills e.g. tact, diplomacy, persuasion and negotiating skills</li> <li>• Good IT skills and knowledge (Microsoft Word, Excel and Outlook).</li> <li>• Ability to liaise with a wide range of organisations and people communicate at different levels.</li> <li>• Ability to make decisions within own area of responsibility</li> <li>• Ability to communicate effectively in writing and to produce documents in a range of formats to suit a range of audiences</li> </ul>	

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<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Educated to A 'level or equivalent or have at least 3 years' experience relevant to the post with proven written and numeracy skills.</li> <li>• Ongoing commitment to Continuing Professional Development</li> </ul>	<p>Training in motivational interviewing, mental health awareness and person centred support.</p>
<p><b>ATTRIBUTES</b></p> <ul style="list-style-type: none"> <li>• Full driving licence, access to car and willingness to use it</li> <li>• Can meet the requirements of the UK 'right to work' legislation*.</li> <li>• Be fully vaccinated against Covid-19 prior to starting in role with commitment to ensuring vaccinations are updated as per government guidance. If there is a valid medical reason why this is not possible, then please contact us to discuss this prior to application</li> </ul>	

\*Self Help Nottingham 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/EEA passport or identity card; a full UK birth certificate; a Home Office document or visa evidencing the right to take this employment.