

Macmillan Cancer Support Assistant Manager Candidate Pack



Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read. Our goal is to make the application process more accessible and inclusive for everyone.

- This role is based at the Macmillan Cancer Support Centre, where you will welcome and support people affected by cancer, including patients, families, carers and professionals.
- You will listen carefully to understand what each person needs and help by giving information, emotional support or guiding them to other services.
- You will help run the Centre day-to-day, sometimes working alone or at different hospital sites, and will keep accurate records of your work.
- You will work closely with other health teams and community groups to make sure people get the right help.
- You will also support and guide volunteers and new staff, and help improve the service by sharing ideas and feedback.

Job Description

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| Job title: | Macmillan Cancer Support Assistant Manager |
| Grade: | 5 |
| Site: | The Princess Royal Hospital but across site working is required |
| Accountable to: | Macmillan Cancer Support Centre Manager |
| DBS required: | Yes – Standard |

JOB PURPOSE

The role requires the post holder to be the face of the Macmillan Cancer Support Centre, welcoming users who “drop in” to use the service which makes the working day unpredictable requiring a high level of personal resilience.

The post holder will provide support either face to face or remotely to individuals affected by cancer, inclusive but not limited to patients, carers, relatives and professionals to provide access to high quality information and support. This support will include triaging the needs of the individual by utilising advanced communication and active listening skills to identify the provision required which may be emotional support, verbal and written information, referrals and/or signposting to other services appropriate to them.

The post holder will co-ordinate the day-to-day running of the Macmillan Cancer Support Centre at The Princess Royal Hospital, contributing to the delivery and development of a strategic patient service. Covering the service at The Royal Shrewsbury Hospital is required under the guidance of the centre manager, including deputization during periods of absence.

The post holder must work autonomously, using their own initiative, whilst being supported by the Centre Manager and the wider cancer services team. Sustained periods of lone working, either on site or in the community, is an aspect of the role.

Whilst the unpredictability of managing a “drop in” service can be demanding, the postholder must maintain accurate and complete records of all activities, in a timely manner, adhering to local and professional standards

Practicing as an information and support specialist requires liaised working with key stakeholders, internal and external to the Trust, requiring the post holder to develop strong working relationships with Wards, Departments, Cancer multidisciplinary teams (MDT's), Cancer Nurse Specialists, Cancer Care Navigators, Macmillan professionals, social prescribers, cancer champions, community leaders, cancer support networks and local councils.

The post holder will be required to co-ordinate, liaise with, mentor, and train volunteers or newly recruited staff under the guidance of the Macmillan Support Centre Manager.

Main Duties and Responsibilities

COMMUNICATION

- Communicate sensitively and compassionately in (potentially) highly emotional situations with services users (patients / families / carers) who may be very distressed.
- Select and use a range of communication skills to establish relationships; these may include verbal, non-verbal and active listening skills.
- Conversations will sometimes involve unpleasant, sensitive, complex and potentially distressing information. The post holder will keep the conversation focused on the client's needs and do so when more than one enquirer is involved, using advanced communication skills.
- Provide complex and sensitive information to patients and carers relating to cancer pathways and treatment options. They will be expected to exercise judgement and empathy in the selection of the appropriate information and method of delivery, taking into account any barriers to communication. This provision of information may be either face to face, email, virtual, telephone or text message contact.
- Communicate with service users in ways that empower them to make informed choices about their health and health care. Act as an advocate for individual patients and the client group.
- Contribute to the development and maintenance of relationships with other departments and wards in the Trust and with the locality.

- Work proactively to ensure equity of access to cancer information and support services with reference to clients who may be disadvantaged e.g. by age, mental health issues or learning difficulties, social deprivation, gender, or rare cancer type.
- To ensure that confidentiality is maintained at all times in conjunction with the Trust's Confidentiality Policy.

PROFESSIONAL

- Organise own workload within the autonomous nature of the role, ensuring flexibility to manage the unpredictable pattern of the work, which can fluctuate from immediate response of the 'drop in' service to intense concentration when exposed to distressing and emotional circumstances.
- The ability to recognise and work within the limits of own competence and responsibility is crucial, referring issues beyond these limits to the Macmillan Cancer Support Centre Manager.
- To assess the needs of individuals attending/contacting the service and to identify the required level of intervention.
- Devise support interventions and programmes to meet these needs, in partnership with clients, carers and colleagues.
- Where it is appropriate and under appropriate supervision, the post holder will provide general information around topics such as diagnosis, treatment options and side effects in both written and verbal formats and provide advice/signposting on a range of other issues e.g. benefits, travel insurance, and how to access other services.
- Provide practical and emotional advice/support to patients and carers regarding the impacts of diagnosis, treatment, or disease progression. This will at times require crisis intervention as well as ongoing planned support on an individual or group work basis.
- Implement the policies and protocols relevant to their post and the Trust (see Operational Policy).
- Contribute to the continuous improvement and development of the service, identifying areas for change /improvement and suggesting new approaches and implementing changes in practice identified through other routes e.g. Annual service review or user feedback.
- High level of computer literacy skills.
- Work collaboratively and in partnership with other health care professionals.
- Assist the cancer site-specific MDTs to produce and update cancer patient information.
- Provides advice, can demonstrate own activities or workplace routines to new or less experienced employees in Macmillan Support Service. For example, providing support and advice to new members of staff or volunteers, regarding the services and resources provided by the Macmillan Support Centres.
- During periods of leave the post holder will deputise for the Centre Manager including supervision of volunteers and supporting other professionals

- Ensure that situations or enquiries requiring specialist intervention are referred appropriately and in a timely fashion.
- To provide general support to the Macmillan Support Centre Manager and provide assistance with specific projects as required.
- To work flexibly in order to deliver the objectives of the service.
- The postholder must be able to represent the Trust and Macmillan Support Centre in a professional manner when dealing with external suppliers, partners, other healthcare providers, commissioners, customers and patient groups.
- Propose and deliver service improvements that may impact beyond the functions of the service e.g. cross-divisional or Trust wide and be responsible for implementation.
- To maintain accurate records/documentation of enquiries while respecting the right to patient confidentiality utilising written and electronic methods i.e. Somerset Cancer Registry.
- To undertake any other such duties that may be agreed within the postholder's level of competence as directed by the Macmillan Support Centre Manager.
- The post holder will demonstrate a willingness to identify their own learning and development needs and be willing to undertake further study, both formal and informal in order to address these needs.
- To participate in personal objective setting and review as part of an annual appraisal
- To ensure all Trust policies and procedures are adhered to and make recommendations on their amendments where necessary.
- Contribute to corporate management groups and corporate strategy as requested.

PHYSICAL, MENTAL & EMOTIONAL DEMANDS OF THE POST:

Emotional Effort

- The post holder will have daily contact with users and exposure to frequent distressing or emotional situations through 1 to 1 contact.
- Provision of support and information to service users, patients and carers on disease specific topics may include bereavement and end of life issues.

Mental Effort

- There is a requirement for frequent concentration where the work pattern is unpredictable and dependent on the flow of users to the Centres. Concentration is required when dealing with enquiries which may involve distressed clients.
- Interruptions are likely to be frequent and may come from patients, relatives, volunteers or professionals and require immediate attention.

Physical Effort

- Working alone in the Macmillan Cancer Support Centre, including having the responsibility for securing the building during closed hours.

- A combination of sitting, standing and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods such as when boxes of information arrive and need to be stored.

SERVICE PROVISION AND MANAGEMENT:

- Contribute to the planning and organisation of events and displays outside the Macmillan Support Centres.
- Maintain accurate stock records for information provided in and through the Macmillan Support Centres.
- Assess and triage appropriately the information and support needs of users contacting the Macmillan Support Centres. Distilling relevant information from that communicated by the client.
- Exercise judgement to select from a range of possible options and plan appropriate interventions to meet these needs. This may include signposting the client to relevant other services inside or outside the Macmillan Cancer Support Centres.
- Assist the Macmillan Cancer Support Centre Manager in service development and formulation of quarterly reports and an annual service review.
- To liaise with and refer to other Macmillan professionals as well as the cancer services team as required. e.g. Macmillan Welfare Rights & Benefits Service, Personalised Care team
- Implement policies and propose changes to practices/procedures for the Centre.

PLANNING & ORGANISATION:

- Plan and organise activities in relation to improving awareness of the Centre.
- Coordinate and attend Macmillan events as part of their national profile of activities.
- Be able to analyse facts of situations, which require several comparisons e.g. service delivery methods, service promotion.
- Maintains a directory of local services and support group information.
- Maintains and develop paper based and computer filing systems.
- Ability to concentrate, to check documents and reports whilst also being able to manage disturbances in the event of patients accessing the Centre.

HUMAN RESOURCES:

- To participate in the recruitment of volunteers to work in the Macmillan Cancer Support Centres, in accordance with HR policies and Macmillan recommendations.
- Provide day-to-day management of volunteers within the Centre, allocating them work as appropriate.

FINANCIAL:

- Ensure the safety & security of resources within the Centre.
- Be an authorised signatory for small or large donations in relation to the Centre.
- Maintain stock control and order stock and stationery as required for use within the Centre.

INFORMATION RESOURCES:

- The post holder will 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 Macmillan Support Centres.
- Co-ordinate the collection, analysis and presentation of appropriate quantitative and qualitative data, for discussion every financial quarter.
- Be responsible for maintaining one or more project information systems for both the Trust and Macmillan.
- Regularly undertake surveys relating to the service.
- Ensure the service improvement objectives are driven by the patient experience and priorities within the organisations. Use evidence of capacity and demand analysis, clinical governance requirements, clinical processes, peer review and redesign methodology in facilitation of service improvement.
- To have knowledge of and make appropriate use a variety of other tools and techniques used in service improvement, e.g. Lean Thinking, Change Management etc.
- Will need to be able to understand the technologies involved in modern computerized systems (both clinical and non-clinical) and be able to explain their relevance and usage to a range of audiences.
- Will be required to regularly use the full range of Microsoft Office software, with additional requirement to be able to use Microsoft office, Careflow, Somerset Cancer Registry and a range of other analytical, project management and process mapping software.
- To maintain appropriate and accurate records of individual patients
- Identifies areas of low stock and initiates orders for new/replacement stock items.
- Takes responsibility for ensuring that outside information displays are adequately stocked with appropriate information resources.

EQUAL OPPORTUNITIES:

- To promote equality and diversity in your working life ensuring that all the staff and patients who you work with feel valued and treated in a fair and equitable manner
- To comply with and maintain awareness of the Trust's policies relating to Equal Opportunities.

Person Specification

| | Essential | Desirable |
|-----------------------------|---|--|
| Qualifications | <ul style="list-style-type: none"> • Related Degree (or equivalent relevant experience) • Clinical/Cancer Qualification (or equivalent relevant experience) • Evidence of ongoing relevant professional development. • Communication skills training • Computer Literate. | <ul style="list-style-type: none"> • ECDL or equivalent computer qualifications • Counselling certificate. |
| Experience | <ul style="list-style-type: none"> • Experience in cancer/social care setting. • Evidence of leadership/mentoring skills or previous supervising staff or volunteers. • Information provision • Able to work on own initiative and as part of a team. • Evidence of commitment to own continuing personal development. • Able to cope with change effectively | <ul style="list-style-type: none"> • Demonstrates understanding of clinical governance issues. • Customer service experience |
| Knowledge and skills | <ul style="list-style-type: none"> • Excellent communication skills – written and verbal. | <ul style="list-style-type: none"> • Demonstrates an understanding of the value of |

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| | <ul style="list-style-type: none"> • Able to liaise with staff across disciplines. • Able to work across organisations. • Demonstrates an understanding of the value of information. • Good organisational and administrative skills. • Ability to demonstrate empathetic approach towards people affected by cancer. • Excellent oral, written and presentational skills. • Able to influence and act at all levels of the organisation. • Excellent interpersonal and networking skills | <p>research, audit and evidence-based practice.</p> <ul style="list-style-type: none"> • Demonstrates knowledge of current national cancer policy. |
| Other | <ul style="list-style-type: none"> • Has a flexible approach to working hours. • Able to cover across Trust sites as required. | |

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health and safety

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and

- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

Information governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.

Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional standards and performance review

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

Safeguarding children and vulnerable adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Social responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous improvement

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against

on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

