 



**Job Description**

**JOB TITLE:** Macmillan Support Coordinator

**GRADE:** 4 - Pay up to £23,761 plus 6% pension

**HOURS**: 37 hours per week

**CONTRACT TYPE:** 12 months fixed term

**REPORTS TO:** Lead for Client Services

**ACCOUNTABLE TO:** Cancer Support Yorkshire Executive Director

*This is a unique and exciting opportunity to become part of the Macmillan and Cancer Support Yorkshire team in collaboration with Bradford Teaching Hospitals NHS Foundation Trust* *(BTHFT) and work on the innovative “Living With and Beyond Cancer” programme pilot. Your listening skills and compassionate nature will be utilised when meeting and greeting clients and undertaking one-to-one assessments to establish their needs. You will support client’s mental and physical wellbeing through signposting to appropriate services and undertaking individual and group activities.*

*The post holder will be based at Cancer Support Yorkshire, Daisy House Farm, 44 Smith Lane, Bradford BD9 6DA.*

**KEY JOB RESPONSIBILITIES**

**Primary Role**

* To work with the Cancer Support Yorkshire and Macmillan Team as the first point of contact and client interface. To ensure the effective process of electronic Holistic Needs Assessments (eHNA’s) and care planning are undertaken to identify and meet client needs and signpost to appropriate services.
* To work with the Cancer Support Yorkshire and Macmillan team in collaboration with Bradford Teaching Hospitals NHS Foundation Trust (BTHFT) and the West Yorkshire and Harrogate Cancer Alliance to effectively maintain and develop a range of quality services, and a self-management training programme which meet and support client needs and deliver the “Living With and Beyond Cancer” programme.
* Work to maintain and develop services of Cancer Support Yorkshire.
* Liaise with BTHFT, GP’S, Community Healthcare professionals and attend events to raise awareness of Cancer Support Yorkshire and its services as appropriate.
* An understanding of communicating on all levels and using social media platforms.
* To work under the instruction of the Operational Lead for Client Services to effectively deliver all work in a timely manner, and produce work which meets and/or exceeds their quality requirements.

**Secondary Role**

* To capture, maintain and provide effective data in line with the requirements of the pilot programme.
* To be professional, empathetic, self-motivated and enthusiastic with a desire to offer and develop a high quality service.

**Professional:**

1. To work in line with Macmillan, Cancer Support Yorkshire and BTHFT policies. To ensure confidentiality and comply with the terms of the Data Protection Act at all times. Information concerning Macmillan, Cancer Support Yorkshire and BTHFT’s clients/patients and staff must be treated as strictly confidential at all times and you may not divulge it to any other person except with the authority of the Operational Lead. Such authority may only be given when it is in the client or staff members’ interest and is necessary for business continuity. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal

2. To be aware of Cancer Support Yorkshire, Macmillan and BTHFT policies and guidelines and ensure all these are adhered to.

3. To encourage teamwork by performing duties within the team as and when required.

4. To maintain behaviour in keeping with a member of the professional team and to co-operate with and gain an understanding of the professional roles of others.

6. To remain up to date with changing practices and when possible to make use of all training and development opportunities.

7. To maintain continuity of service by liaising with the Operational Lead when booking annual leave to ensure adequate cover is available.

**General Administration**

1. To work closely with the Operational Lead and Macmillan team to deliver a high quality service.
2. To ensure all requirements relating to data collection within the service are met.
3. To promote Macmillan and Cancer Support Yorkshire Centres’ services with the local community
4. To promote cancer awareness weeks within the Cancer Support Centre
5. To ensure Macmillan and other leaflets of appropriate information is available in the Cancer Support Yorkshire and Macmillan Information Hub.
6. To have a good knowledge of local and national support services and how to access them.
7. To liaise with local and national support services as appropriate.
8. To work with limited supervision.
9. To attend meetings and provide feedback.
10. To prioritise the workload in order to meet tight deadlines
11. To undertake duties which may be allocated as and when needed by the Operational Lead for Client Services.

**Health and safety**

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

• take reasonable care of themselves and for others at work

• to co-operate with the Trust as far as is necessary to enable them to carry out their legal duty

• not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.