**Job Description – Macmillan Support Coordinator**

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| **Location** | Cancer Support Yorkshire, Daisy House Farm, 44 Smith Lane, Bradford BD9 6DA |
| **Post** | Next Steps Macmillan Support Administrator |
| **Salary** | Grade 4 £21,892 - £24,157+ Pension 3%  |
| **Contract**  | **Fixed term** contract until end March 2022 |
| **Hours** | 37.5 hours per week |
| **Annual Leave** | 27 days plus Statutory Bank Holidays Pro Rata |
| **Main Duties and Responsibilities** |
|  | To work with the Cancer Support Yorkshire and Macmillan Team as the first point of contact and client interface. To ensure the effective processing 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), Airedale General Hospital (ANHSFT) and the West Yorkshire and Harrogate Cancer Alliance (WY&HCA) to effectively maintain and develop a range of quality services, and a self-management training programme which meet and support client needs to deliver the “Living With and Beyond Cancer” programme. |
|  | Work to maintain and develop service provision of Cancer Support Yorkshire. |
|  | Liaise with BTHFT, ANHSFT, GP’S, Macmillan and 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 Services Support Manager to effectively deliver all work in a timely manner and produce work which meets and/or exceeds their quality requirements. |
|  | To capture, maintain and provide effective data in line with the requirements of the programme. |
|  | To be professional, empathetic, self-motivated and enthusiastic with a desire to offer and develop a high quality service. |
|  | To maintain confidentiality at all times. |
| **Requirements of the Post** |
| **Professional** |
|  | To work in line with Cancer Support Yorkshire, Macmillan, BTHFT and ANHFSTpolicies, to ensure confidentiality and compliance with the terms of the Data Protection Act and the General Data Protection Regulations. Information concerning Cancer Support Yorkshire, BTHFT’s and ANHSFT clients/patients and staff must be treated as strictly confidential and you may not divulge it to any other person except with the authority of the Executive Director. 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.  |
|  | To be aware of Cancer Support Yorkshire, BTHFT, ANHSFT and Macmillan’s policies and guidelines and ensure all are adhered to.  |
|  | To encourage teamwork by performing duties within the team as and when required. |
|  | 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. |
|  | To remain up to date with changing practices and make use of all training and development opportunities.  |
|  | To maintain continuity of service by liaising with the Services Support Manager when booking annual leave to ensure adequate cover is available. |

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| **General Administration** |
|  | To work closely with Cancer Support Yorkshire team and Macmillan to deliver a high-quality service.  |
|  | To ensure all requirements relating to data collection within the service are met.  |
|  | To promote Macmillan and Cancer Support Yorkshire Centres’ services with the local community. |
|  | To ensure Macmillan and other leaflets of appropriate information is available in the Cancer Support Yorkshire and Macmillan Information Hub.  |
|  | To liaise with and have a good knowledge of local and national support services and how to access them. |
|  | To work with limited supervision. |
|  | To attend meetings and provide feedback and showcase Next Steps Service at events. |
|  | To prioritise the workload in order to meet tight deadlines |
|  | To undertake duties which may be allocated as and when needed for Cancer Support Yorkshire. |
| **Health and Safety** |
| Under the provisions contained in the Health and Safety at Work Act 1974 and its extensions, it is the duty of all our employees to: |
|  | Take reasonable care of themselves and 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.  |

**Person Specification – Macmillan Support Coordinator**

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|  | **Essential** | **Desirable** | **Identified by**Application Form. Test.Interview.ExerciseReferences. |
| **Experience** |
| Experience of multi-professional working  | X |  | AF I & R |
| Evidence of good communications skills | X |  | AF I & R |
| Experience of carrying out 1:1 assessments, working in a support role and offering advice and information | X |  | AF I & R |
| Evidence of developing and delivering services | X |  | AF I & R |
| Ability to support change | X |  | AF I & R |
| **Knowledge & Skills** |
| Able to produce/analyse reports; IT Proficient in Work and Excel spreadsheets  | X |  | AF I & R |
| Inputting data across different systems | X |  | AF I & R |
| Effective communication  | X |  | AF I & R |
| Organisation and negotiation skills  | X |  | AF I & R |
| Ability to motivate self and others | X |  | AF & I |
| Ability to work autonomously and as part of a team | X |  | AF & I |
| Excellent written communication skills | X |  | AF & I |
| **Training & Qualifications** |
| Degree/Diploma level education or equivalent experience | X |  | AF |
| Evidence of continued professional development  | X |  | AF |
| **Personal**  |
| Be enthusiastic about working directly with people affected by cancer within an innovative programme of supportive care, which integrates contributions from a range of professional disciplines.  | X |  | AF & I |
| Able to demonstrate a warm empathetic manner, enthusiasm flexibility and willingness to develop skills.  | X |  | AF & I |
| Ability to deal with complex and difficult emotional situations | X |  | AF I & R |

Appointments are subject to Cancer Support Yorkshire receiving an enhanced disclosure from the Disclosure and Barring Service that we consider acceptable.

We welcome applications from all sections of the community.

APPLICATION

For an application pack and further information, please visit: <https://cancersupportyorkshire.org.uk/about-us/join-the-team/>

Please email completed applications to: j.barrett@csyorkshire.org.uk

Closing date: Friday 28th May 5pm

Interview date: To be confirmed \*

\*Please note that interviews will take place online during this phase of working. If you are selected for interview, details of this will be emailed to you.