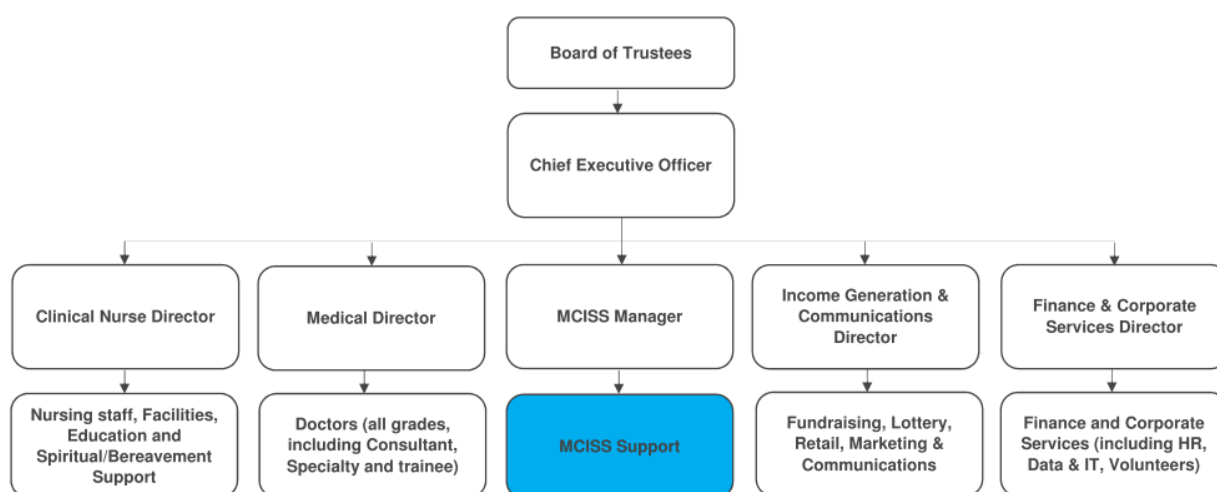


JOB DESCRIPTION

Job Title:	Admin support worker to the Macmillan Cancer Information & Support Service Manager (Access to Work Grant)
Department:	Macmillan Cancer Information and Support Service
Post Holder:	tbc
Grade:	A&C Band 2
Reports to:	Bolton Hospice & Macmillan Cancer Information & Support Service Manager

Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

Job Purpose:	This is a very specific role and will involve providing administrative support, as part of the Access to work Grant, to the Manager of the Bolton Macmillan Cancer Information and Support Service (MCISS Manager). It will also include, on occasion, driving the manager to events or meetings during the working day.
Key Working Relationships:	Macmillan Cancer Information and Support Service team Chief Executive (Bolton Hospice) Lead Cancer Nurse & Cancer Nurse Specialists (Bolton Foundation Trust) Bolton PAC Group Volunteers

Role Responsibilities:

Service

- Assist Bolton MCISS Manager with all administrative duties necessary to ensure smooth running of the service.
- Use of the telephone; ensuring accurate interpretation of messages are conveyed to the MCISS Manager, always demonstrating a pleasant and professional manner.
- Providing admin support with referrals for the MCISS Manager such as referrals for benefit advice, hospice support teams, psychology etc. Admin support with presentations.
- Supporting the MCISS manager with data systems to input and retrieve patient information (training will be given).
- To liaise, alongside the MCISS Manager, with multidisciplinary staff as appropriate, to ensure effective communication takes place at all times.
- Supporting the MCISS Manager in managing the Macmillan stock (information booklets) including outreach work. This includes regular stock taking and ordering new booklets, overseeing deliveries and restocking the centres and upon arrival dealing with any issues relating to stationary/stock orders.
- Supporting MCISS Manager in completing grant applications for patients. Researching new grants, the MCISS Manager can apply for on behalf of patients.
- Make appointments for the MCISS manager, face-to-face/ telephone or virtual and organising the diary for HNAs (holistic needs assessment).
- Sending patient invites to the various courses/programmes that the MCISS Manager runs.
- Photocopying/scanning/printing & support with the NHS email account.
- Maintain electronic filing systems for patients ensuring they are kept up to date, this will be monitored and instructed by MCISS Manager.
- Arranging room bookings and confirmations for meetings.
- Helping MCISS Manager with promotion of the service.
- Taking notes for MCISS Manager at relevant meetings.
- Typing minutes and distribution of meeting minutes.
- Support the MCISS Manager to carry out general word processing and computer duties required in the day to day running of the service, letters, reports, memos, completing spread sheets etc. This includes the set-up of meetings, The manager isn't able to use teams due to the type of epilepsy so may need help with that.
- Comply with all Hospice policies, procedures and protocols.
- Carry out duties with due regard to the Hospice Equal Opportunity Policy.
- Seek advice and support from MCISS Manager whenever necessary.
- Maintain professional conduct including appearance at all times.
- Undertake all such reasonable other duties as may be required as part of MCISS Manager admin support or, where appropriate, inform MCISS Manager of any concerns that are identified, such as a concern for a patient or urgent message, that require intervention in a timely fashion.

Education and Training

- Administer and support MCISS Manager to facilitate educational events, both internally and externally, which are relevant for Macmillan Cancer Information and Support Service users and professionals. This may include booking venues, distributing flyers

and registering attendees.

- Attend all Hospice mandatory training sessions.
- Assist MCISS Manager in the admin of newly appointed volunteers.
- Demonstrate a willingness to identify own learning and development needs and be willing to undertake further study in order to address these needs.

Working Conditions

- Supporting a member of staff with an Epilepsy Diagnosis

Other

- Working within agreed hospice policies, procedures and guidelines.
- Undertaking training to maintain and develop knowledge and skills as required.

General Responsibilities:

Health and Safety

All employees have a duty to report accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure. Ensure health and safety legislation is always complied with, including COSHH and Workplace Assessment.

Confidentiality

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential.

Disclosure to any unauthorised person is a serious disciplinary offence.

Infection Control

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

Safeguarding Vulnerable People (Children and Adults)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Disclosure & Barring Service Check

This post is subject to a Disclosure & Barring Service check.

Continuous Personal Development

You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

Living Our Values Everyday

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



This job description is an outline of the main responsibilities. The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated.

They are subject to modification in the light of changing service demands and the development requirements of the post holder. Therefore, it will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	Admin Support Worker for the Macmillan Information & Support Service Manager (Access to Work Grant)
Department:	Bolton Hospice, based with the Macmillan Information & Support Service
Grade:	A&C Band 2

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	5 GCSE's above grade c or equivalent, including maths and English	Communication Skills training e.g. Sage & Thyme	Application Form Certification
EXPERIENCE	Experience of working with the general public and within a healthcare environment	Experience of working with volunteers Experience of working in an oncology/cancer care environment	Application Form Interview
SKILLS	Good organisational and administrative skills. Excellent communication skills- able to communicate effectively at all levels Able to develop effective interpersonal relationships with colleagues across a health and social care setting. To have a clean driving licence and access to a vehicle insured for business use subject to the Equality Act 2010.	Working knowledge of health and wellbeing issues, the NHS and support services Good IT skills in word processing, spreadsheets and production of information materials	Application Form Interview
KNOWLEDGE	Knowledge of office procedures, relevant systems/data bases such as Microsoft/ word/excel/power point. Knowledge of confidentiality/safeguarding protocols.		Application Form Interview
OTHER	Able to recognise and work within the limit of own competence and responsibility Self-motivated and able to use initiative Strong teamwork ethic Ability to remain calm in stressful situations		Application Form Interview