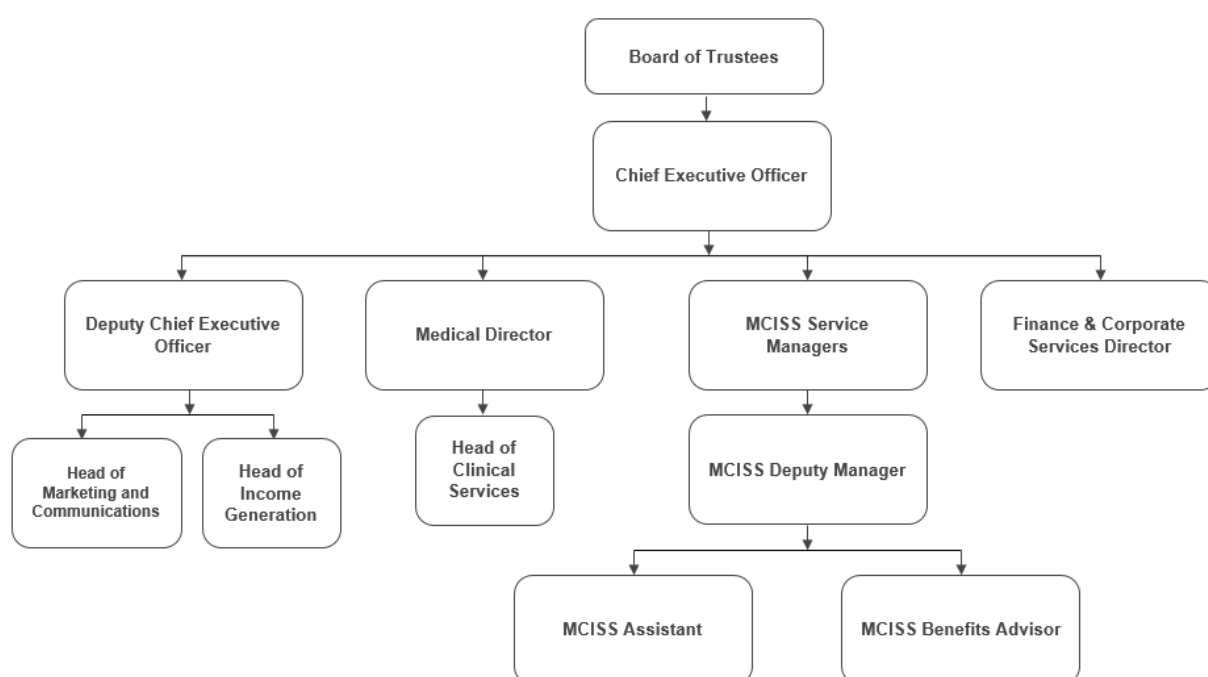


JOB DESCRIPTION

Job Title:	Bolton Macmillan Cancer Information and Support Service Assistant/
Department:	Macmillan Cancer Information and Support Service (MCISS)
Employer Base:	Bolton Hospice / Royal Bolton Hospital / Bolton One
Post Holder:	tbc
Grade:	A&C Band 4
Reports to:	Macmillan Cancer Information and Support Service Managers



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 summary:	<p>To assist the Macmillan Information & Support Service team in developing and delivering the service across Bolton to improve cancer patient and carer experience.</p> <p>To deliver high-quality, non-clinical cancer information and support to people affected by cancer, within the remit of the role.</p> <p>To actively engage in opportunities for internal and external learning and development to enhance the knowledge and skills required to be a Macmillan Information & Support Assistant.</p>
Key Working Relationships:	<p>Macmillan Cancer Information and Support Service</p> <p>Bolton Hospice</p> <p>Bolton Foundation Trust</p> <p>Bolton PAC Group</p>

Key Role Responsibilities:

Service

- Provide comprehensive administrative support to ensure the smooth running of the service, this may include meetings, minutes, planning and other admin duties.
- Provide project support to the Service Managers, volunteers and others if required. Ensure that stock levels are maintained and implement stock control measures as appropriate. Ensuring that information displays are adequately stocked with appropriate information resources across the centre's, hospital and within the local community.
- Meet and assess the needs of service users (e.g. patients/clients, carers, relatives and professionals) to support access to high quality information and support in relation to cancer. This will include assessment of service users' information and support needs, provision of verbal and written information, supportive listening, action planning and signposting to available services and support and identifying the required level of intervention.
- Deal with all new referrals to the Macmillan Benefits Advice Service as per the MCISS guidance. This includes managing the adviser's diary.
- Provide basic supporting information such as reducing the risk of cancer, diagnosis, treatment options, side effects and living with cancer. in the most appropriate format.
- Provide advice on a range of issues e.g. benefits, travel insurance, and facilitate access to services, e.g. appropriate support.
- Where appropriate carry out holistic needs assessments with patients and create accurate and comprehensive care plans, referring any clinical concerns to relevant Health Care Professionals.
- Liaise with relevant staff at all levels to address identified issues appropriately and in a timely fashion to seek advice on complex issues, directly referring onwards where necessary, e.g. Managers or Clinical Nurse Specialist.
- Manage all aspects of social media, including the service website, posters, use of canva and production of service promotion materials.
- Help to co-ordinate, mentor and train volunteers providing support and supervision where necessary whilst managing own workload.
- Keep up to date with current relevant issues and developments in cancer and palliative care.
- Contribute to educational events both internally and externally, relevant to sphere of work for service users and professionals.

Communications and Relationships

- Communicate sensitively and compassionately when providing both practical and emotional support in potentially highly emotive situations with service users. When discussing information they have been given (e.g. around diagnosis, effects of the illness, treatment or cancer terminology). Staff must work within own scope of practice. This includes face to face, over the telephone and online).
- Promote service user involvement, facilitate forums and/or attend meetings to increase this participation.
- Work professionally alongside all 4 strategic partners.
- Plan and organise educational or other events and displays, both within the service and

externally, liaising with third parties when required.

Analytical and Judgemental skills

- Collect data regarding contacts with the service and produce activity reports as required. Assist with the reports and update plans. Support the annual user satisfaction survey.
- Maintain accurate service databases to ensure they are up to date.
- Assist to collate the results for the annual/ quarterly service report and other appropriate documentation.
- Help identify gaps to ensure quality improvement and development of the service.

Working Conditions/Physical skills

- Work flexibly to deliver the objectives of the Bolton Macmillan Cancer Information and Support Service, including attending events and outreach sessions internally & externally with our local communities.
- Be able to promptly travel across locations to assist the service in offering information and support to patients where required.

Responsibility / Service Development

- Provide continual support in the quality improvement of the service and development of the service, suggesting new approaches and implementing changes in practice identified through other routes
- Produce promotional literature, using IT software, to develop awareness of the Service amongst patients and healthcare professionals.
- Presenting information about the Service to a range of audiences including community groups and healthcare professionals.

Responsibility for Financial and Physical Resources

- Ensure that any donations to the Macmillan service or Bolton Hospice are recorded and securely stored until collection.
- Ensure the safety & security of the information and resources within the centre.

Other

- Work within agreed hospice policies, procedures and guidelines.
- Work as an integral part of the team, being sensitive to the needs of the whole team and supportive of other team members.
- Participate in an annual appraisal and undertake training to maintain and develop knowledge and skills as required.
- Provide cover for the Service Managers and Deputy Managers where required.
- Any other duties as deemed necessary by the Service Managers.
- Ensure that any donations to the service are recorded and securely stored until collection from the Macmillan Fundraising Manager.
- Ensure the safety & security of the information and resources within the centre.
- Ensure office stock is maintained and order resources in a timely manner.

General Responsibilities:

Health and Safety

All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with Bolton Hospice. All employees have a duty to report and accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure. Ensure health and safety legislation is complied with at all times, 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.

Training

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend training as required by the Hospice.

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.

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.



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.

This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	Macmillan Cancer Information and Support Service Assistant
Department:	Macmillan Cancer Information and Support Service
Grade:	A&C Band 4

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	GCSEs Grade C or above in Maths and English Language / New GCSE Grade 4-9 or Functional Skills Level 2 in Maths and English or Equivalent.	NVQ Level 3 in Healthcare / Customer Care or equivalent. Counselling certificate/ Communication Skills training e.g. Sage & Thyme.	Application Form Certificates
Knowledge, Training & Experience	Experience of supporting patients / carers, in a healthcare setting within the last 2 years. Demonstrate an excellent standard of written communication.	Experience of information provision within a relevant setting. Experience of working with volunteers. Knowledge of support services within local areas. Knowledge of cancer, cancer treatments and cancer pathways.	Application Form Interview
SKILLS	Excellent administrative, organisational & prioritisation skills. Demonstrable communication / interpersonal skills. Demonstrable IT skills including word processing, email, spreadsheets, databases and production of materials i.e., posters. Ability to work autonomously & within a team effectively.	Knowledge of social media and a high level of competence using social media platforms, including canva. Able to present information to groups.	Application Form Interview

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<i>SKILLS</i>	<p>Ability to remain calm in stressful/ distressing situations.</p> <p>Working knowledge of health & wellbeing issues, the NHS and support services.</p> <p>Access to vehicle and full clean driving licence to travel across sites and community locations.</p>		<p>Application Form</p> <p>Interview</p>
<i>PERSONAL ATTRIBUTES</i>	<p>Able to recognise and work within the limit of own competence and responsibility.</p> <p>Self-motivated and able to use initiative.</p> <p>Strong teamwork ethic.</p> <p>Shows independent judgement, while operating within procedural guidelines.</p> <p>Ability to remain calm in stressful situations.</p> <p>A commitment to the vision and values of Bolton Hospice and other partners.</p> <p>Able to prioritise own workload and meet deadlines as necessary.</p>		<p>Application Form</p> <p>Interview</p>