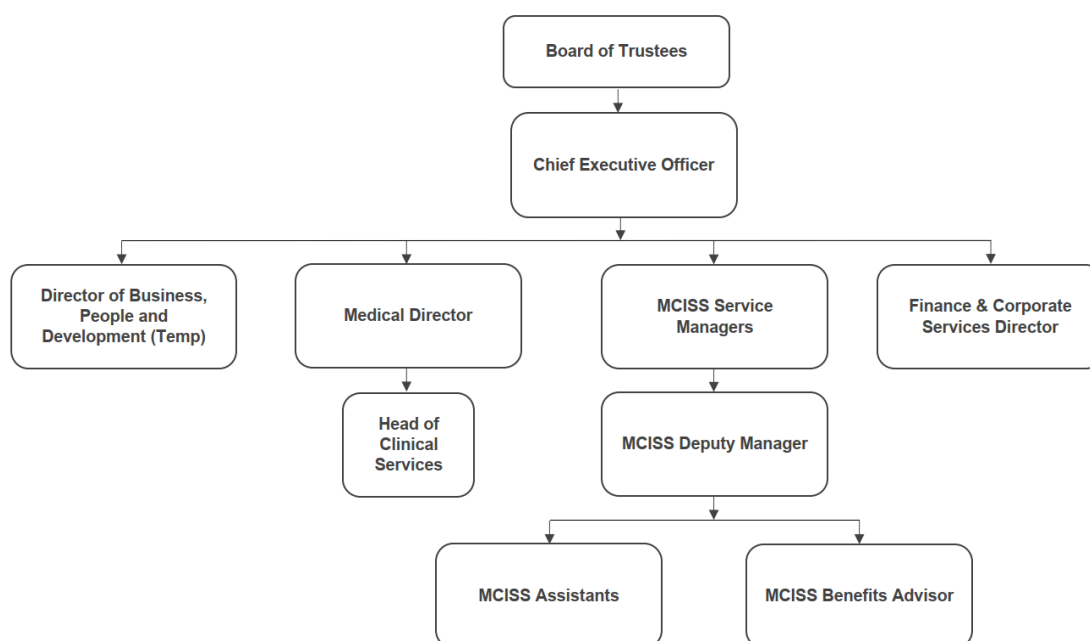


## JOB DESCRIPTION

|                       |                                                                           |
|-----------------------|---------------------------------------------------------------------------|
| <b>Job Title:</b>     | <b>Macmillan Cancer Information and Support Service Assistant/ Band 4</b> |
| <b>Department:</b>    | Macmillan Cancer Information and Support Service                          |
| <b>Employer Base:</b> | Bolton Hospice / Royal Bolton Hospital                                    |
| <b>Post Holder:</b>   | tbc                                                                       |
| <b>Grade:</b>         | A&C Band 4                                                                |
| <b>Reports to:</b>    | Macmillan Cancer Information and Support Service Managers                 |

### 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.

|                                   |                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Purpose:</b>               | <p>Support the development and delivery of the Macmillan Information &amp; Support Service across Bolton to improve the experience of people affected by cancer.</p> <p>Provide high-quality, non-clinical cancer information and support within the role's remit.</p> <p>Maintain and develop the knowledge and skills required for the role through internal and external learning and development.</p> |
| <b>Key Working Relationships:</b> | <p>Macmillan Cancer Information and Support Service</p> <p>Bolton Hospice</p> <p>Bolton Foundation Trust</p> <p>Bolton PAC Group</p> <p>Bolton GP Practices</p> <p>Bolton Council</p> <p>Local partners</p> <p>Volunteers</p>                                                                                                                                                                             |

**Key Role Responsibilities:****Service Administration and Support**

- Provide comprehensive administrative and project support, including meetings, minutes, planning and other duties, to Service Managers, volunteers and colleagues as required.
- Maintain office and information stock, implement stock control and ensure appropriate resources are available across centres, hospitals and community locations.
- Manage new referrals to the Macmillan Benefits Advice Service in line with guidance, including the adviser's diary.

**Information, Advice and Support**

- Assess the information and support needs of patients, carers, relatives and professionals and provide appropriate verbal/written information, supportive listening, action planning, signposting and intervention.
- Provide basic, non-clinical, information on cancer risk reduction, diagnosis, treatment, side effects and living with cancer.
- Advise on issues such as benefits and travel insurance and facilitate access to appropriate services.
- Undertake holistic needs assessments and care plans where appropriate, referring clinical concerns to relevant healthcare professionals.
- Liaise with relevant staff, including Managers and Clinical Nurse Specialists, for complex issues and onward referral.
- Communicate sensitively and compassionately in face-to-face, telephone and online contacts, while working within own competence and scope of practice. This will include highly emotive situations.

**Volunteers, Partnerships and Service User Involvement**

- Help coordinate, mentor, train and supervise volunteers while managing own workload.
- Promote service user involvement through forums and meetings.
- Work professionally with strategic partners and relevant local organisations.

**Communications, Events and Promotion**

- Manage relevant social media and website activity, including Canva, posters and promotional materials.
- Plan and organise educational events, displays and outreach activity, liaising with third parties as required.
- Contribute to and present information at events for service users, community groups and healthcare professionals.

**Service Development and Quality Improvement**

- Keep current with relevant cancer and palliative care developments.
- Collect service-contact data, maintain accurate databases and contribute to activity, annual/quarterly service and user-satisfaction reporting.
- Identify service gaps and contribute to quality improvement, development, planning and implementation of agreed changes.
- Support the development and delivery of wellbeing and physical activity initiatives for people affected by cancer, including undertaking relevant training and, where appropriate, facilitating activities such as yoga. Subject to appropriate training, funding and organisational approval.

**Working Flexibly**

- Work flexibly across internal and external events, outreach sessions and community locations.
- Travel promptly between sites as required to support service delivery.

**Resources and Other Duties**

- Record and securely store donations until collection by the appropriate Macmillan Fundraising Manager.
- Ensure the safety and security of service information and resources.
- Work within hospice policies, procedures and guidelines; support colleagues and the wider team.
- Participate in appraisal and required training.
- Provide cover for Service Managers and Deputy Managers and undertake other duties reasonably required by Service Managers.

## **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 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.

### **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

|                    |                                                                   |
|--------------------|-------------------------------------------------------------------|
| <b>Job Title:</b>  | <b>Macmillan Cancer Information and Support Service Assistant</b> |
| <b>Department:</b> | Macmillan Cancer Information and Support Service                  |
| <b>Grade:</b>      | A&C Band 4                                                        |

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

|                                             | <b>ESSENTIAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>DESIRABLE</b>                                                                                                                                                                                              | <b>METHOD OF ASSESSMENT</b>      |
|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
| <b>QUALIFICATIONS</b>                       | GCSE Grade C or above in Maths and English Language / New GCSE Grade 4–9, Functional Skills Level 2, or equivalent.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | NVQ Level 3 in Healthcare / Customer Care or equivalent.<br><br>Counselling certificate or communication skills training, e.g. Sage & Thyme.                                                                  | Application Form<br>Certificates |
| <b>KNOWLEDGE, TRAINING &amp; EXPERIENCE</b> | Experience supporting patients/carers in a healthcare setting within the last 2 years.<br><br>Excellent written communication.                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Experience providing information in a relevant setting.<br><br>Experience working with volunteers.<br>Knowledge of local support services.<br><br>Knowledge of cancer, cancer treatments and cancer pathways. | Application Form<br>Interview    |
| <b>SKILLS</b>                               | Excellent administrative, organisational and prioritisation skills.<br><br>Strong communication and interpersonal skills.<br>IT skills including word processing, email, spreadsheets, databases and producing materials such as posters.<br><br>Ability to work independently and effectively within a team.<br><br>Ability to remain calm in stressful or distressing situations.<br><br>Working knowledge of health and wellbeing issues, the NHS and support services.<br><br>Access to a vehicle and full clean driving licence for travel across sites and community locations. | Knowledge and high-level competence in social media, including Canva.<br><br>Ability to present information to groups.                                                                                        | Application Form<br>Interview    |

*continued overleaf*

|                                   | <b>ESSENTIAL</b>                                                                                                                                                                                                                                                                                                                                                            | <b>DESIRABLE</b> | <b>METHOD OF ASSESSMENT</b>              |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------------------------------|
| <b><i>PERSONAL ATTRIBUTES</i></b> | <p>Recognises and works within the limits of own competence and responsibility.</p> <p>Self-motivated and able to use initiative.</p> <p>Strong teamwork ethic.</p> <p>Uses independent judgement within procedural guidelines.</p> <p>Commitment to the vision and values of Bolton Hospice and other partners.</p> <p>Able to prioritise workload and meet deadlines.</p> |                  | <p>Application Form</p> <p>Interview</p> |