

## **JOB DESCRIPTION**

**JOB TITLE:** *[Macmillan]* Cancer Care Coordinator

**DEPARTMENT:** TBC

**DIVISION:** TBC

**BAND:** 4

**CONTRACT:** TBC

**HOURS PER WEEK:** TBC

**ACCOUNTABLE TO:** Line Manager - e.g. Clinical Nurse Specialist, Ward Manager, Advanced Clinical Practitioners *(add/delete as necessary)*

**OTHER ACCOUNTABILITES** *(delete as appropriate to Trust):*

Cancer Clinical Nurse Specialist

Lead Cancer Nurse

Macmillan Information Centre Manager

Cancer Service Manager

Advanced Clinical Practitioner

Macmillan Partnership Manager/Lead *(if Macmillan post)*

**BASE:** TBC

**LEVEL OF PRACTICE:** This role falls within the supportive level of practice as per the [ACCEND Framework](#). To access a digital version of the ACCEND framework please [click here](#)

### **ROLE SUMMARY**

The post holder will work as a *[Macmillan]* Cancer Care Coordinator to support *[insert speciality team here]* in delivering Personalised Cancer Care (PCC) to people affected by cancer. This will include:

- Assisting Clinical Cancer Nurse Specialist (CNS) teams with the provision of elements of PCC to patients as required - Holistic Needs Assessment (HNA) & Care Planning, Health and Wellbeing offer, Treatment Summaries, Personalised Stratified Follow-up (PSFU). Supporting the CNS and wider team where necessary.
- Whilst undertaking personalised care interventions e.g. if completing an HNA, acknowledge that individuals may be affected by other co-morbidities which may add additional complexity to their cancer treatment and recovery. Including regular appointments that may also be for the management of their other healthcare needs.
- Communicating effectively (face-to-face, telephone, remote/virtual) with a range of individuals on various levels, e.g. patients, relatives, carers, other health / social care professionals and community workers as required.
- Providing general information to individuals in a range of different formats and support to people affected by cancer in a personalised manner to support diverse range of people.
- Provide advocacy for patients, helping individuals navigate health and social care, staying well informed, empowering them to make the best choices for their needs.

- Support the CNS teams with the administration of on-going patient care including referrals to different hospital, primary care, community and specialist teams.

## **KEY WORKING RELATIONSHIPS**

The post holder will build and maintain effective working relationships with:

- Patients, families and carers
- Cancer clinical teams; Macmillan Information and Support Centre (or similar) and wider clinical / corporate / community network, including MDT Co-ordinators; clinical support services; external statutory / charity / third sector organisations within Greater Manchester.
- Trust Lead for Personalised Cancer Care.
- Lead Cancer Nursing team.

## **COMPETENCIES/RESPONSIBILITIES**

The post holder will take accountability for the following:

- Facilitate and coordinate HNA/Care Planning for patients with a cancer diagnosis following initial assessment/referral by the CNS team/senior leadership team, ensuring any personalised care interventions are appropriately planned and provided. Feed back and where appropriate escalate to the CNS Team
- Complete any follow up work generated by HNA and care planning, e.g. making onward referrals to primary, community and hospital specialist teams.
- Triage telephone and email enquiries, initiating an appropriate response according to risk assessment protocols and individual pathways (escalating urgent and referring complex decisions to the nursing/senior team for assessment and review).
- Provide support to people affected by cancer through their pathway as appropriate, often dealing with highly emotional and sensitive issues and have an ability to manage individual situations effectively, compassionately and with empathy.
- Make pre-planned telephone calls to patients to assess on-going needs and to enable a proactive prevention approach taking into consideration the views of patients and expertise, arranging other methods of assessment should this be required.
- Co-ordinate handover of patients with other teams to facilitate safe, effective seamless transition of care between services.
- Recognising professional boundaries and role limitations, make appropriate decisions to seek help and report concerns to colleagues when an individual's choices place them at risk.
- Assist with producing patient Treatment Summaries. For example, keeping records of individuals requiring treatment summaries and sharing with the necessary individuals. Assist with the planning and delivery of Health and Wellbeing events/offer and/or support groups or where appropriate signposting patients to other offerings.
- Promote healthy lifestyle choices and signpost people affected by cancer to relevant supportive services.
- Take patients' individual values, attitudes and beliefs into consideration whilst providing any care, maintaining an awareness of your own personal views. Ensuring these are not shared

or you make any judgements, and any appropriate actions are taken when own or others' behaviour undermines equality, diversity and human rights.

- Communicate effectively with individuals including those who require additional assistance, such as sensory or cognitive impairments, to ensure an effective interface with a practitioner, including the use of accessible information. Meet the needs of different groups and individuals (including those with particular needs such as cognitive impairment or learning disabilities), working with chaperones, where appropriate.
- Contribute to the delivery of Personalised Stratified Follow-up (PSFU) linking in with key stakeholders as appropriate, such as primary care colleagues.
- Co-ordinate and organise appointments, as needed, including communicating concerns with clinical team where fast tracking/rapid re-entry of individuals back into the system may be required.
- Demonstrate the ability to recognise and respond appropriately when faced with a sudden deterioration or emergency, alerting the team or enabling rapid response, following organisation's policies and procedures.
- Provide general information and support about cancer and cancer services to patients, encouraging self-management where appropriate.
- Ensure patients and carers know how to contact the service when conditions or needs change, including out of hours.
- Support CNS to coach patients/carers to understand side-effects of treatment and signs and symptoms of cancer progression. Support the delivery of patient and carer training and education.
- Ensure timely and accurate documentation is undertaken regarding patient care and other activity on relevant systems used by organisation.
- Provide personalised care administrative support to CNS team/line manager as required.
- Demonstrate and awareness of the limits of own practice and knowledge and when to seek support/advice.

## **EDUCATION, TRAINING AND AUDIT**

The post holder will:

- Support the delivery of patient and carer training and education within scope of practice, including assisting CNS to coach patients/carers to understand side effects of treatment and signs and symptoms indicating possible recurrence of cancer.
- Support and contribute to audit processes, governance, research, clinical research trials, benchmarking activities and service development, including using findings and recommendations to change practice/systems as appropriate.
- Develop, manage and maintain databases to record activity; monitor the processing of this data.
- Understand the ethical and legal issues around data collection and information handling, including confidentiality, consent, data protection and storage
- Evaluate outcomes of care delivery with the registered practitioner.
- Analyse and interpret information and be able to present it different ways so it can be easily understood at a wide range of levels.

- Take responsibility for personal development and education by demonstrating self-directed learning, actively seeking professional development opportunities to enhance practice, knowledge and role progression.
- Understand that the role will involve exposure to distressing situations, and individuals must know where to seek appropriate advice and support.

***If a Macmillan Professional:***

- Act as an advocate for Macmillan Cancer Support ensuring people affected by cancer know about the full range of resources and services available.
- Actively engage with Macmillan Cancer Support to contribute expertise and experience, support the Macmillan Corporate Strategy.
- Act as an ambassador for Macmillan raising the profile and importance of Personalised cancer care and transformation of service delivery for people affected by cancer.

*To undertake any other duties deemed appropriate to the role when requested by Senior Staff.*

*The above indicates the main duties of the post which may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post-holder.*

**TRUST SPECIFIC INFORMATION**

- Health & safety, safeguarding, infection control, data/confidentiality etc.
- Organisational Structure chart

**PERSON SPECIFICATION**

	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
<b>Qualifications</b>	GCSE English Language and Mathematics (Grades A-C) or equivalent qualification  Evidence of continued professional development  NVQ Level 3 in health-related subject or equivalent knowledge and experience	NVQ Level 4 or additional training to diploma level or equivalent  Greater Manchester Cancer Academy LEAP into Cancer education package or willingness to work towards	Application / interview
<b>Experience</b>	Understanding of person centred care  Understanding of health and social care environment  Experience of providing administrative support	Understanding of Cancer Support Services  Experience in co-ordinating a patient workload  General awareness of local and national cancer policies and guidance.  Knowledge of relevant cancer pathways, treatments, interventions and terminology  Experience of coaching / teaching patients and carers	Application / interview

<b>Skills/ Knowledge</b>	<p>Ability to work effectively in a team.</p> <p>Good verbal and written communication skills</p> <p>Working knowledge of Microsoft Office packages</p> <p>Effective organisation and time management skills, managing workload using own initiative</p> <p>Able to motivate self and others and promote an environment for empowerment</p> <p>Ability to communicate sensitively and address information needs, retrieving information from a wide range of sources and in different formats</p>	<p>Able to present information in a range of formats for example power point or excel</p>	<p>Application / interview</p>
<b>Personal Attributes</b>	<p>Calm, objective, confident and approachable</p> <p>Acts in a mature manner, both personally and professionally</p> <p>Demonstrates honesty and integrity, observes strict confidentiality and promotes organisational values</p> <p>Embrace change, viewing it as an opportunity to learn and develop</p> <p>Ability to travel between different locations <del>(delete as appropriate)</del></p> <p>Ability to deal sensitively with complex and difficult emotional circumstances</p>	<p>Ability to travel between locations as necessary <del>(delete as appropriate)</del></p>	<p>Application / interview</p>