



# MACMILLAN CANCER SUPPORT ASSISTANT MANAGER

## INFORMATION FOR CANDIDATES

## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



## OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

## FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



## JOB DESCRIPTION

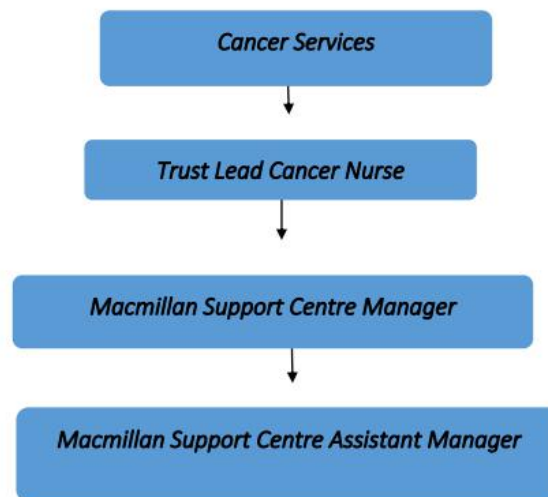
<b>Job Title</b>	<b>Macmillan Support Centre Assistant Manager</b>
<b>Band</b>	<b>5</b>
<b>Directorate</b>	<b>Operational Delivery Directorate</b>
<b>Accountable to</b>	<b>Lead Cancer Nurse</b>
<b>DBS Required?</b>	<b>Standard</b>

## JOB OVERVIEW

The post holder will meet with individual patients, carers, relatives and professionals to provide access to high quality information and support in relation to cancer. This will include triage of individual patient needs, provision of verbal and written information, supportive listening, action planning and signposting to available services. Practising as a cancer and palliative care information and support specialist at an advanced level; the postholder will act as a specialist resource of information and expertise to other healthcare professionals in addition to patients and carers. The post holder will be expected to contribute to the delivery and development of a strategic patient service and to deputise for the Macmillan Support Centre Manager during periods of annual leave and absence. The postholder will support the day to day running of the Macmillan Support Centre at The Princess Royal Hospital but also provide cross cover at The Royal Shrewsbury Hospital's Centre as required under the guidance of the Macmillan Support Centre Manager. While supported by the Macmillan Support Centre Manager and wider cancer services team, the post holder will be expected to work autonomously under own initiative and lone working is an aspect of the role.

The post holder will be required to co-ordinate, liaise with, mentor, and train volunteers or newly recruited staff under the guidance of the Macmillan Support Centre Manager. The role will also involve building relationships and working with wards, departments, cancer multidisciplinary teams (MDT's), Cancer Nurse Specialists, Cancer Care Navigators, Macmillan professionals and liaise with other providers and key stakeholders in the community to develop the service.

## ORGANISATIONAL POSITION



## MAIN DUTIES AND RESPONSIBILITIES

### LEADERSHIP

- Ability to work autonomously as well as in a team.
- To assess the needs of individuals attending/contacting the service and to identify the required level of intervention. Devise support interventions and programmes to meet these needs, in partnership with clients, carers and colleagues.
- Where it is appropriate and under appropriate supervision the post holder will provide general information around topics such as diagnosis, treatment options and side effects in both written and verbal formats and provide advice/ signposting on a range of other issues e.g. benefits, travel insurance, and how to access other services.
- Provide practical and emotional advice/support to patients and carers regarding the impacts of diagnosis, treatment, or disease progression. This will at times require crisis intervention as well as ongoing planned support on an individual or group work basis.
- The post holder will be expected to implement the policies and protocols relevant to their post and the trust (see Operational Policy).
- In addition they will be expected to contribute to the continuous improvement and development of the service, identifying areas for change /improvement and suggesting new approaches and implementing changes in practice identified through other routes e.g. Annual service review or user feedback.
- Manage and update a range of databases. Use keyboard skills, IT packages, and assist the Macmillan Information and Support Manager to collate data for reports for both the Trust and Macmillan.

- Work collaboratively and in partnership with other health care professionals.
- Assist the cancer site-specific MDTs to produce and update cancer patient information.
- Provides advice, can demonstrate own activities or workplace routines to new or less experienced employees in Macmillan Support Service. For example providing support and advice to new members of staff or volunteers, regarding the services and resources provided by the Macmillan Support Centres.
- In the absence of the Macmillan Support Centre Manager and as the volunteer infrastructure develops the post holder will be required to supervise the day to day activities of the volunteers within the Centres.

## COMMUNICATION

- The post holder will be expected to select and use a range of communication skills to establish relationships, these may include verbal, non-verbal and active listening skills. Conversations will sometimes involve unpleasant, sensitive, complex and potentially distressing information. The post holder will keep the conversation focussed on the client's needs, and do so when more than one enquirer is involved, using advanced communication skills.
- The post holder will provide complex and sensitive information to patients and carers relating to cancer pathways and treatment options and will be expected to exercise judgement and empathy in the selection of the appropriate information and method of delivery, taking into account any barriers to communication. This provision of information may be either face to face, email, virtual or telephone contact.
- Communicate with service users in ways that empower them to make informed choices about their health and health care. Act as advocate for individual patients and the client group.
- The post holder will contribute to the development and maintenance of relationships with other departments and wards in the Trust and with the locality.
- Work proactively to ensure equity of access to cancer information and support services with particular reference to clients who may be disadvantaged e.g. by age, mental health issues or learning difficulties, social deprivation, gender, or rare cancer type.

## SERVICE PROVISION AND MANAGEMENT

- Contribute to the planning and organisation of events and displays outside the Macmillan Support Centres.
- Maintain accurate stock records for information provided in and through the Macmillan Support Centres. • Assess and triage appropriately the information and support needs of users contacting the Macmillan Support Centres. Distilling relevant information from that communicated by the client.
- Exercise judgement to select from a range of possible options and plan appropriate interventions to meet these needs. This may include signposting the client to relevant other services inside or outside the Macmillan Support centres.
- Assist the Macmillan Support Centre Manager in service development and formulation of quarterly reports and an annual service review.
- To liaise with and refer to other Macmillan professionals as well as the cancer services team as required. E.g Macmillan Welfare Rights & Benefits Service, Living with and Beyond Cancer programme.
- Implement policies and propose changes to practices/procedures for the Centre.

## PLANNING AND ORGANISATION

- Plan and organise activities in relation to improving awareness of the Centre. Also, coordinate Macmillan events as part of their National profile of activities.
- Be able to analyse facts of situations, which require a number of comparisons e.g. service delivery methods, service promotion.
- Maintains a directory of local services and support group information.
- Maintains and develop paper based and computer filing systems.
- Ability to concentrate, to check documents and reports whilst also being able to manage disturbances in the event of patients accessing the Centre.

## HUMAN RESOURCES

- To participate in the recruitment of volunteers to work in the Macmillan Support Centres, in accordance with HR policies and Macmillan recommendations.
- Provide day-to-day management of volunteers within the Centre, allocating them work as appropriate.

## FINANCIAL

- Ensures the safety & security of resources within the Centre.
- Be an authorised signatory for small or large donations in relation to the Centre.
- Maintain stock control and order stock and stationery as required for use within the Centre.

## INFORMATION RESOURCES

- The post holder will apply detailed knowledge of information resources and cancer treatment pathways together with their experience of dealing with cancer issues to ensure that service users gain benefit from contact with the Macmillan Support Centres.
- Co-ordinate the collection, analysis and presentation of appropriate quantitative and qualitative data, for discussion every financial quarter.
- Be responsible for maintaining one or more project information systems for both the Trust and Macmillan.
- Regularly undertake surveys relating to the service.
- Ensure the service improvement objectives are driven by the patient experience and priorities within the organisations. Use evidence of capacity and demand analysis, clinical governance requirements, clinical processes, peer review and redesign methodology in facilitation of service improvement.
- To have knowledge of and make appropriate use a variety of other tools and techniques used in service improvement, e.g. Lean Thinking, Change Management etc.
- Will need to be able to understand the technologies involved in modern computerized systems (both clinical and non-clinical) and be able to explain their relevance and usage to a range of audiences.
- Will be required to regularly use the full range of Microsoft Office software, with additional requirement to be able to use Microsoft office, Sema-Helix, Somerset Cancer Registry and a range of other analytical, project management and process mapping software.
- To maintain appropriate and accurate records of individual patients



- Identifies areas of low stock and initiates orders for new/replacement stock item
- Takes responsibility for ensuring that outside information displays are adequately stocked with appropriate information resources.

## PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE POST

### PHYSICAL EFFORT

- A combination of sitting, standing and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods such as when boxes of information arrive and need to be stored.

### MENTAL EFFORT

- There is a requirement for frequent concentration where the work pattern is unpredictable and dependant on the flow of users to the Centres.
- Concentration is required when dealing with enquiries which may involve distressed clients.
- Interruptions are likely to frequent and may come from patients, relatives or volunteers and require immediate attention.

### EMOTIONAL EFFORT

- The post holder will have daily contact with users and exposure to frequent distressing or emotional situations through 1 to 1 contact
- Provision of support /information to service users, patients and carers on disease specific topics may include bereavement and end of life issues

### FREEDOM TO ACT

- Works autonomously under own initiative.
- The post holder will work within the Operational policies for the Centres as a whole and for their post but will be expected to use their own initiative and judgement in dealing with enquiries. The Macmillan Support Centre manager will be available for advice.
- The post holder will ensure that situations or enquiries requiring specialist intervention are referred appropriately and in a timely fashion.
- During periods of leave the post holder will deputise for the Macmillan Support Centre Manager when necessary and support clinical teams when required i.e. provision of information, responding to queries and attending meetings.
- To provide general support to the Macmillan Support Centre Manager and help with specific projects as required.
- To work flexibly to deliver the objectives of the service.
- The postholder must be able to represent the Trust when dealing with external suppliers, partners, other healthcare providers, commissioners, customers and Patients groups.
- Propose and deliver service improvements that may impact beyond the functions of the service e.g. cross-divisional or Trust wide and be responsible for implementation.



## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

# QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Related Degree (or equivalent relevant experience)</li> <li>• Clinical/Cancer Qualification (or equivalent relevant experience)</li> <li>• Evidence of ongoing relevant professional development.</li> <li>• Communication skills training</li> <li>• Computer Literate</li> </ul>	<ul style="list-style-type: none"> <li>• ECDL or equivalent computer qualifications</li> <li>• Counselling certificate.</li> </ul>

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Experience in cancer/social care setting.</li> <li>• Evidence of leadership/mentoring skills or previous supervising staff or volunteers.</li> <li>• Information provision</li> <li>• Able to work on own initiative and as part of a team.</li> <li>• Evidence of commitment to own continuing personal development.</li> <li>• Able to cope with change effectively</li> <li>• Able to liaise with staff across disciplines.</li> <li>• Able to work across organisations.</li> <li>• Demonstrates an understanding of the value of information.</li> <li>• Ability to demonstrate empathetic approach towards people affected by cancer</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates understanding of clinical governance issues</li> <li>• Demonstrates an understanding of the value of research, audit and evidence-based practice.</li> <li>• Demonstrates knowledge of current national cancer policy.</li> </ul>

## SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Excellent communication skills – written and verbal.</li> <li>• Good organisational and administrative skills.</li> <li>• Excellent oral, written and presentational skills.</li> <li>• Able to influence and act at all levels of the organisation.</li> <li>• Excellent interpersonal and networking skills</li> </ul>	<ul style="list-style-type: none"> <li>• Able to attend meetings outside working hours</li> </ul>

## OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Has a flexible approach to working hours.</li> <li>• Be able to travel across sites</li> </ul>	<ul style="list-style-type: none"> <li>• Able to attend meetings outside working hours.</li> </ul>

## GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

# HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

# INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

# INFORMATION GOVERNANCE AND CYBER SECURITY

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

## SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

## SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

## EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

# NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

## MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.







## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)