
Job Description

Job Title:	Macmillan Project Coordinator
Grade:	Band 4
Reports To:	Lead Cancer Nurse
Accountable To:	General Manager Elective Delivery & Performance

Job Purpose:

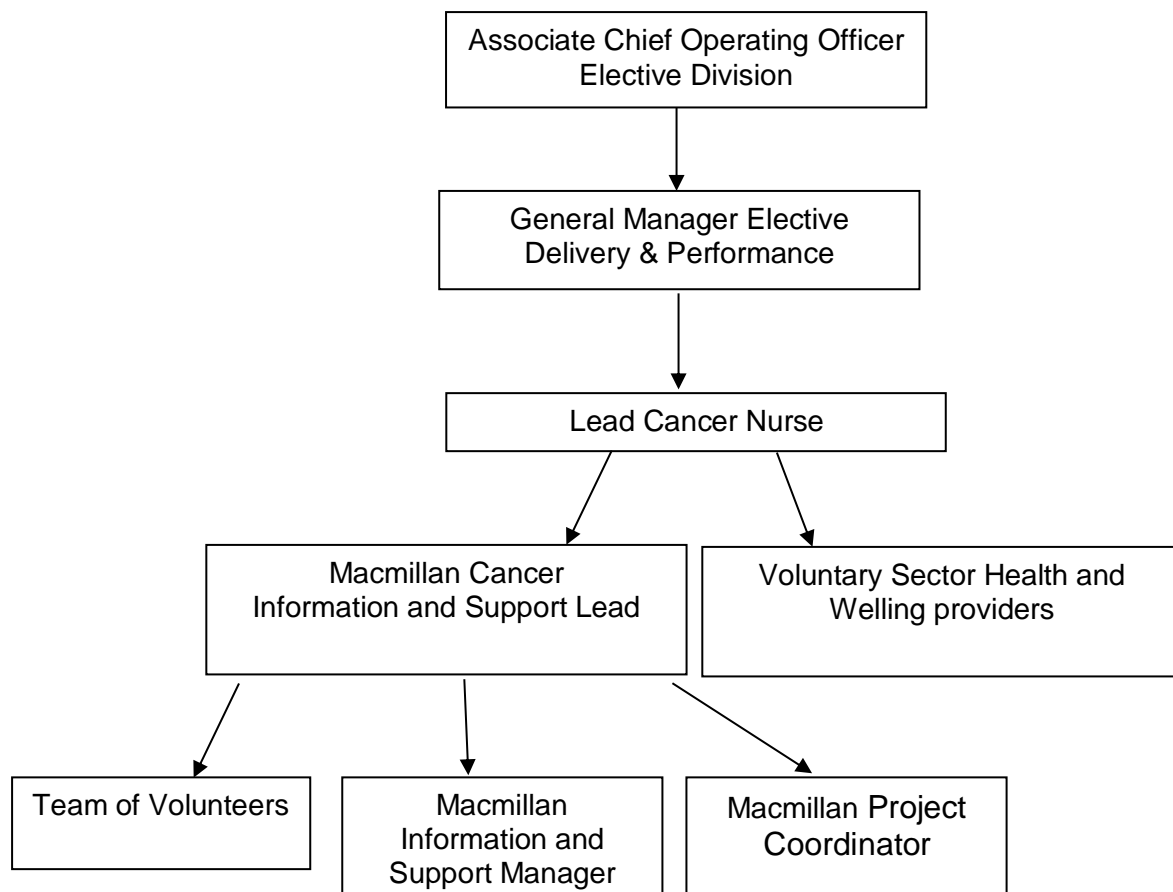
To play a key role in providing high quality, proactive administrative and project support to the Cancer Service Team. To be responsible for providing complex, accurate information for our internal and external staff/ clients in a customer focused, time sensitive and professional manner, where there may be barriers to understanding.

The post holder will report directly to the Lead Cancer Nurse but will work closely with the Macmillan Information Lead and Cancer Services teams to:

- Identify areas of improvement
 - Support the relevant teams to implement any changes, working in conjunction with the Trust's Service Improvement and Business Development Team.
 - To support any process, change documents and systems, reporting to the Lead Cancer Nurse.
 - Support the implementation of my care plan to all cancer tumour sites.
 - Work alongside the wider clinical team and the Macmillan Support Centres to jointly review the current HWBIS event and offer portfolio, identify gaps, and contribute to the opportunities for personalised care. Have a clear knowledge of the services available for people living with cancer locally to them.
 - Develop and deliver a training and support package for clinical teams in the use of MyCarePlan and provide one to one mentoring and system advice to those that require it.
-

- Monitor intervention progress and key outcome measures providing and presenting reports to Stakeholders as required.
 - Undertake audit in relation to cancer services projects.
 - Contribute to clinical governance agenda within the Trust Elective Care Division by ensuring any areas of clinical risk and patient safety are reported promptly and appropriately.
 - Support Teams to ensure Holistic Needs Assessments are sent to each patient and that those where a care plan is developed as per the Trust Standard Operating Procedure.
 - Assess the impact of the project on 'footfall' into the two Macmillan centres at SWFT and uptake of HWBIS offers available.
 - Active participation in Macmillan progress reviews.
 - Demonstrate that the offer and completion of Holistic Needs Assessment for all cancer patients at SWFT has become 'business as usual' and is accepted as an integral part of person centred cancer care.
-

Organisation Chart:



Key Result Areas:

Knowledge, Skills and Experience

- Provide support and co-ordinate the delivery of Cancer Service projects, working up and agreeing work programmes to deliver the project outcomes.
- Provide efficient administrative support for Cancer service project delivery, from using digital solutions, campaigns, advertising and promotion through to project delivery and training. Follow up given time frames and standards without direct supervision, referring project specific and highly complex queries to the appropriate person.
- Assist Lead Cancer Nurse and Macmillan Cancer Information Support Lead with effective coordination of project documentation and overall project targets and milestone planning.
- Work with the team /lead to develop documents, policy and training, and new innovative ways to promote projects and programmes within the Cancer Service. Liaising throughout Coventry and Warwickshire ICB, both NHS and Non NHS organisations and the Foundation Group. Communicating and disseminating key messages to support the project aims.
- Analysing data and identifying themes, trends and processes from a range of options when advising managers and supporting projects
- Develop, liaise and maintain good relationships with staff/ partners ensuring good communication, and ensure the team provides evaluation of progress, data collection and information for key work streams for the project.
- Support the day-to-day activities of business, including sorting, distributing and actioning, where possible, incoming and outgoing emails, telephone enquiries.
- To support roll out of different project work streams, respond to enquiries regarding project activity and ad hoc enquiries to given timeframes and standards.
- Participate and support to managers during any related change processes as required.

Measurable Result Areas

- Prioritise workload and utilise skills to ensure the provision of a high quality service to maintain standards and meet strict deadlines including those for finance and project etc.
 - Responsible for preparing accurate contractual information for partners within legislative framework and policy and within agreed timeframes and standards.
 - Develop and maintain business documents, folders and databases
 - Produce audit activity to share with relevant boards and meeting to demonstrate compliance with policy and improve services e.g. NHS benchmarking
 - Organise meeting and working groups to ensure project stakeholder engagement.
 - To work within Trust policies regarding social media content, recognising and taking suitable action when content may be inappropriate or contravening Trust policies, escalating as required.
 - To order office supplies as necessary.
-

- Responsive to the needs and timeframes of the projects, as well as incoming enquiries to the team's generic mailbox.

Communications and Working Relationships

- Communicate with partners and visitors to the projects in a courteous and helping manner, using initiative to find out answers to queries
- To be a point of contact for staff, providing advice and information
- Be the link and liaise with staff and providers to develop new programmes of work. Take a proactive approach in providing advice and support to all partners and clients throughout the process. Liaise with relevant persons at various stages of activities and provide written documentation as requested.

General Items:

These are standard items that need to be included at the end of job descriptions:

To provide short-term cover for colleagues during periods of leave.

To ensure that all Trust standards are maintained and monitored to improve the quality of care to all whom come into contact with services provided by South Warwickshire NHS Foundation Trust.

Every employee has a duty to take reasonable care of the health and safety of themselves and of other persons who may be affected by their acts or omissions at work, and to co-operate with the South Warwickshire NHS Foundation Trust to ensure that statutory and Trust regulations are complied with.

To participate in appraisals and personal reviews and work to achieve agreed set objectives.

To participate in appropriate training and development activities

To participate in team, professional and personal development activities and promote commitment to continuous development and improvement.

Ensure that all staff consciously review mistakes, complaints and incidents/near misses as well as successes to improve performance and the level of customer care.

All employees will have an organisational and individual responsibility towards safeguarding vulnerable adults, young people and children. Where employees are working with children, young people and families they have a responsibility to cooperate in national safeguarding policy around early intervention activities appropriate to improving health outcomes.

As a major provider of health care, South Warwickshire NHS Foundation Trust operate a Smoke Free Policy by providing a totally smoke free environment to help aid patients' recovery, promote health and wellbeing and minimize the risks of complications attributed to smoking tobacco and second hand smoke.

Recognise the importance of adopting healthy lifestyles and be aware of health and wellbeing initiatives.

To abide by Infection Prevention and Control policies relevant to their area of work, and undertake the necessary level of training. This will be appraised through the KSF review process or other relevant professional review process.

To contribute to promoting and implementing the Trust's Carbon Management policy, in line with team and organisational objectives.

This job description is subject to review at any time in consultation with the post holder.