

Job Description

Title: Macmillan Cancer Information and Support Specialist Centre Manager

Band: 6

Staff Group: Nursing and Midwifery or Allied Health Professionals

Reports to: Matron

Accountable to: Matron and Senior Matron

This is a fantastic opportunity to come and work within our Macmillan centre and the Regional Cancer Centre, also to help to support our patients with a cancer diagnosis from investigation and diagnosis, through treatment and to living well after cancer. We support patient family, friends, and staff caring for cancer patients.

We offer emotional support, information and advice, refreshments, complimentary therapies, and a safe place for patients to access at any time. The Centre is manned by our staff and an amazing team of volunteers.

This is an opportunity to develop your career and supporting and leading and managing this centre during a period of parenting leave. To develop some leadership skills, manage rosters, manage absence and unavailability, maintain regular audits, ensure staff are up to date with essential skills, manage incidents, PALS, and complaints etc. Generally, to support the centre and its staff during this time.

Job Summary:

- Practice as a cancer information and support specialist at advanced level, to include face-to-face support of patients and carers with complex needs, within a model of multidisciplinary teamwork.
- Acting as a specialist resource of information and expertise to healthcare professionals within PHUT and the local health care community, including outreach to PHUT wards and departments.
- Work with Macmillan to achieve clinical governance, performance and quality of the Centre and its services by achieving national required standards i.e. MQuISS/MQEM and volunteer standards.
- Day-to-day management and on-going development of the Macmillan Cancer Information and Support Centre its' finances, services and estate.
- Initiate, develop and manage innovative methods to provide information and support to patients using a range of mediums/approaches, and assess their effectiveness through audits ensuring service users are involved in evaluation.
- Support patient and carer engagement in helping to develop Macmillan centre services.
- Lead on responsibility for the recruitment and training process for volunteers and complementary therapists, including governance of complementary therapies, counselling and coaching services.
- Work across professional, departmental and Trust boundaries, as required, developing and sustaining patient centred seamless care in relation to information and support.
- Work in collaboration with the Matron to develop and deliver agreed components of Trust Strategy and Macmillan Cancer Support key policy appropriate to information and support.

Key Working Relationships:

- Matron
 - Senior Matron Regional Cancer centre
 - Lead Cancer Nurse for Trust
 - Macmillan Development Manager
 - Regional Cancer centre Management team
 - Cancer Clinical Teams
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Key Responsibilities:

Clinical/Professional

- Identify areas of need, lead, and contribute to the planning and provision of cancer information and support services for PHUT using highly developed knowledge and skills, for example new information materials/formats, patient support groups, counselling, group-work, complementary therapies, survivorship workshops.
- Practice at an advanced level to assess and identify complex needs of individual patients and clients. Provide and signpost to support interventions and programmes to meet these needs, in partnership with patients, family and colleagues.
- Use advanced communication skills with patients and carers regarding sensitive, complex and potentially distressing information.
- Provide practical and emotional advice and support to patients and carers regarding the impact of diagnosis, treatment, or disease progression.
- Communicate with service users in ways that empower them to make informed choices about their health, health care, information and support needs. Act as an advocate for individual patients when necessary.
- Respond to all enquiries face-to-face, telephone calls and e-mails in a well-timed and suitable fashion. Signposting to appropriate services and ensure accurate record keeping.
- Disseminate relevant information within the core team, staff and volunteers using effective team communication strategies.
- Work proactively to ensure equity of access to cancer information and support services with particular reference to diversity and potentially disadvantaged groups.
- Work collaboratively and in partnership with other health care professionals, offering appropriate leadership, guidance and supervision to colleagues.
- Ensure Macmillan Centre team members, including volunteers, assess patients and clients appropriately and refer to other practitioners and services as required.
- Critically evaluate a wide range of information and support initiatives and disseminate good practice across PHUT cancer services and when necessary to a wider audience.
- Contribute to the strategic outcomes for the Trust within the scope and specialisation of this role.
- Be a member of relevant groups within and external to the Trust to develop the aims of the role.
- Be responsible for managing centre's charitable funds by authorising payment of invoices within agreed limits.
- Ensure accurate records of activity are collected.
- Promote and set high standards of professional care and maintain the delivery of quality care within the trust policies, protocols and guidelines

- Provide strong professional leadership to staff within sphere of clinical responsibility. Lead and motivate staff by giving clear direction and setting achievable objectives.
- Continuing responsibility for the assessment of support needs, the development, implementation and evaluation of programmes of support and information.
- Maintain a high visible presence within the clinical area ensuring that patients, visitors, healthcare staff and the multidisciplinary team, have access to senior staff at all times. Act as an effective professional role model and expert.
- Implement evidence-based practice, initiate, manage and evaluate changes that lead to improved and high standards of care and in particular any service changes following feedback from patients
- Promote innovation and participate in benchmarking and quality audits to measure effectiveness of current practices.
- Create a culture for learning and development for staff and volunteers that will sustain person-centred safe and effective care.
- Lead the team in different ways, by supporting junior colleagues in the provision of direct care; facilitate learning in and from practice at the same time as working alongside.
- Ensure concerns raised by patients and their families are dealt with in an open, honest and transparent way, quickly and effectively, in line with trust policies, procedures and Duty of Candour legislation.
- Ensuring that accurate and timely records are maintained, monitoring standards and taking corrective action as required.

Management/Leadership

- At all times, have an overall view of the intensity of the workload and the experience of the staff and act to utilise the establishment to ensure the cover on all days achieves a high standard of service provision.
- Actively contribute to achieving the clinical governance goals/targets set by the trust and department and comply with reporting schedules for monitoring and reporting on outcomes.
- Continually review the setting of staffing levels, robust roster management, skill mix in accordance with the changing needs of the service and inform senior colleagues of any issues as they arise.
- Be proactive in the prevention and management of complaints (formal and those via Patient Advice and Liaison Service) and when they occur investigate and respond in a timely manner. Use any learning to share widely with the multidisciplinary team and to improve care delivery.
- Responsible for the management of staff performance and attendance in line with trust policies.
- Promote the health and well-being of staff, patients and their carers.
- Comply and promote compliance with Trust policies and guidelines e.g. Health and Safety, Clinical Risk and Infection Control.
- Take appropriate action to address unexpected changes and situations, informing manager if unable to resolve.
- Responsible for the department pay and non-pay budgets to ensure good housekeeping and economic use of resources.
- Delegate duties and tasks as appropriate to team members and evaluate the outcomes.
- Work closely with partners i.e. Serco and estates department, resolving any issues regarding cleanliness, maintenance of the environment. Ensure staff are aware how to escalate when issues cannot be resolved.

Research and Education

Research

- Take part in the research culture within the MDT team to identify current knowledge and deliver evidence based care.
- Support local research teams, and be aware of current research programmes.
- Liaise with the relevant research nurse to ensure patients are identified to take part in clinical research studies.

Education

- Ensure all staff have an annual personal development review and set achievable objectives. Feed agreed development opportunities into department training plan and ensure there is a fair and equitable approach to education that is aligned to service delivery and succession planning.
- Create an environment that is conducive to learning and encourage team openness so that an evidence based approach is utilised and applied.
- Commit to and encourage a culture where staff and volunteers' students receive quality learning supported by mentorship and teaching from the multi-professional team and Macmillan.
- Responsible for ensuring that all department staff undertakes essential training.

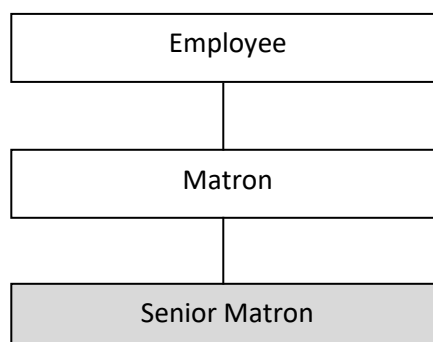
Communication and Working Relations

- Communicate highly sensitive and complex information with empathy ensuring that information is understood.
- Communicating and co-operating with other wards and departments, promoting and maintaining good working relationships within own area and across the organisation, giving accurate information as required and keeping everyone informed of any untoward incidents.
- Develop expertise in dealing with interpersonal conflict and be responsible for the resolution of any adverse situation/incidents.
- Comply and promote compliance to Trust policies e.g. Harassment and Bullying.
- An active member of the clinical team contributing to Trust wide nursing groups and meetings.

Working Conditions

- Working within a team caring for very sick patients that require complex interventions and liaison with partner agencies.
- Working within an environment that requires rapid response to unpredictable events

Organisational Chart



Person Specification

Duty of Care

- You are responsible for ensuring that the patient, family and carers are at the centre of everything you do.
- Be open, honest, and willing to acknowledge when something has gone wrong. Make timely apologies and t including near misses; to ensure that as an organisation we learn.
- You should continuously seek to reduce harm by speaking up to managers and leaders if you believe that a l resources place patients at a risk of harm or if your concerns are not being listened to. Managers and leader raise concerns and take action.
- Wholeheartedly commit to learning about safety, continually striving to improve excellent care. Develop you defects.

Qualifications and Experience

- Current RN, RMN registration with NMC or Allied Health Professional Equivalent.
- BSc Degree in relevant field (**Desirable**)
- Significant demonstrable experience within specialty with evidence of professional development.
- Post Reg. qualifications for specialist area
- Leadership development program me
- Teaching qualification /experience with an accredited NMC mentorship course
- Evidence of change management with relevant management/leadership course
- Evidence of developing policy, guidelines and managing resources
- Counselling and research awareness
- Clinical supervision – where applicable monthly attendance

Skills and Knowledge

- Clinically competent.
- Clinical decision-making skills
- Advanced Communication Skills Training
- Effective leadership skills
- Organisational skills and forward planning
- Flexibility
- Able to support development of others.
- Coaching and mentoring skills
- Critical appraisal skills
- Strong customer service skills.
- IT literate
- Understanding of the principles and application of effective budgetary management
- Understanding of the principles and application of effective staff / HR management
- Understanding of the theory and application of Clinical Governance.
- Demonstrable experience of effective management and supervision of staff and taking charge of ward /unit

Working Together For Patients with Compassion as One Team Always Improving

Strategic approach (clarity on objectives, clear on expectations)

Relationship building (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

Personal credibility (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

Passion to succeed (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

Harness performance through teams (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff, respect diversity)

Job holders are required to act in such a way that at all times the health and well being of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition all staff are expected to complete essential/mandatory training in this area.

Print Name: Gavin Foley

Date: 21/8/24

Signature: