

MACMILLAN CANCER SUPPORT JERSEY	
Job Title	Cancer Support Worker
Location	The Oasis (Lido Medical Centre) and community outreach
Reporting To (Line Manager)	Cancer Support Service Manager (CSSM)
Supervised by	Cancer Support & Wellbeing Practitioner (CSWP)
Responsible For	Alongside the CSSM and CSWP - supervision of cancer support volunteers and centre (inc. admin) volunteers.
Main Purpose	<ul style="list-style-type: none"> • To oversee all cancer support service and drop-in activity at The Oasis. • To be a key player in the implementation and delivery of electronic Holistic Needs Assessments both within the services of Macmillan Jersey and the wider cancer services on island. • To deliver support and information to people affected by cancer in Jersey in a person-centred and holistic way. • To empower people affected by cancer to take back control of their experience. • To liaise closely with relevant health and social care professionals to enable a seamless service and improved access for patients. • To facilitate/deliver group education and support events to volunteers and service users.
Duties & Responsibilities 80% direct service providing 20% other	<ol style="list-style-type: none"> 1. To facilitate the provision of timely and appropriate support and information to patients and their carers across all settings and stages. This will include holistic needs assessments of service users', provision of verbal and written information, supportive listening, action planning and signposting to available local/national services and support. 2. Be responsible for delivering higher level support to people with more complex needs and empower and supervise the volunteers to provide lower level support. 3. To make appropriate and timely referrals to other professionals or agencies. 4. Be expected to contribute to the delivery and development of the service. 5. Working with the wider support team, develop and deliver group education/support sessions to service users. 6. Identify and address the support and information needs of the diverse population ensuring equitable access to services. 7. Act as a resource to assist both the hospital teams and community (including GP's) to improve cancer support and information services. 8. Ensure the effective and efficient use of physical and financial resources; make recommendations for any resources required.

	<p>9. Monitor health, safety and security of self and others and promote best practice.</p> <p>10. Ensure own compliance and compliance of others with regard to training and Macmillan Jersey operational governance.</p> <p>11. Participate in the development of others through involvement in training/education development where appropriate.</p> <p>12. To undertake audit of the service disseminating and acting upon results accordingly.</p> <p>13. Promote people's equality, diversity and rights.</p> <p>14. Work flexibly in order to deliver the objectives of Macmillan Jersey, including attending events and outreach sessions.</p> <p>15. Demonstrate a willingness to identify own learning and development needs and be willing to undertake further study, both formal and informal in order to address these needs.</p>
Team Values	<p>We are professional and welcoming.</p> <p>We treat everyone with kindness.</p> <p>We put the individual at the core of all we do.</p>
Macmillan Jersey mission and vision statements	<p>Mission:</p> <p>To play a key role in supporting people affected by cancer and their loved ones, whilst helping to shape the islands strategy for cancer care.</p> <p>Vision:</p> <p>Everybody affected by cancer in Jersey will have access to emotional, practical, and wellbeing support, through their preferred route of contact. Support will be delivered in a way that meets people's individual needs from diagnosis and beyond, and from whichever source is best placed to deliver this.</p>
Key Performance Indicators	<p>Key Performance Indicators</p> <ul style="list-style-type: none"> • Responsible for maintaining active status with any professional body you are registered with • Act always in accordance with professional Code of Conduct and guiding documents • Work towards the Macmillan Jersey strategy to improve service user care and be able to demonstrate your contribution at annual appraisal • Adhere to Macmillan Jersey Policies and Procedures at all times • Responsible for ensuring all skills, competencies and knowledge are up to date • Maintain a professional portfolio with evidence of learning • Have an agreed personal development plan
Key Skills	<p>Essential</p> <p><u>Qualifications/Training</u></p> <ul style="list-style-type: none"> • GCSE English Language and Mathematics (grades A-C) • NVQ Level 3/4 plus additional training to diploma or equivalent in health/social care

	<ul style="list-style-type: none"> • Willingness to undertake learning and development courses <p><u>Knowledge skills</u></p> <ul style="list-style-type: none"> • An enthusiastic, flexible and adaptable approach with the ability to respond constructively to changes and demands as required • Experience working in a health care environment • Excellent written and verbal communication and interpersonal skills • Good organisational and administrative skills • IT skills, including word processing, email, spreadsheets, databases, • Ability to remain calm in stressful situation • Participation in service development and implementation of change • Working knowledge of health and wellbeing issues and local health and support services • Able to present information to professional groups and service users • Ability to develop effective and professional interpersonal relationships with direct team and colleagues across health and social care setting • Knowledge and awareness of issues affecting cancer patients • Ability to retrieve information from a wide range of sources and in different formats • Able to manage conflicts and difficult situations through use of effective communication <p>Desirable</p> <ul style="list-style-type: none"> • ECDL or other relevant IT qualifications • Recognised communication/counselling skills qualification • Experience of working with volunteers • Working in a cancer care environment • Experience of supervising others • Experience of working with voluntary sector / charities • Knowledge of quality assurance issues around patient information • Registered Health Care Professional with relevant Degree • Post-registration qualification and evidence of further study in the relevant speciality • Broad base of clinical experience • Experience in delivering presentations • Initiation and implementation of change
Working hours	<p>Working hours: 27.5 to 35 hours per week between Monday to Friday 9am to 6pm. Flexible working available.</p> <p>Salary bracket: £27,500-£33,000 depending on working hours and experience</p> <p>5 weeks holiday (plus birthday day off)</p> <p>Up to 10% of annual salary in lieu of employee benefit/pension</p> <p>All training will be provided/funded by Macmillan Jersey</p>