

Job Description

Macmillan Gateway Coordinator (PCN link)	
Salary:	£24,000 pro rata
Working Hours:	37 hours per week
Reports to:	Gateway Manager
Accountable to:	CEO/COO of Self Help UK
Appointment type:	1 Year fixed Contract (potential to become permanent)
Main Location:	21-23 Pelham Road, Nottingham NG5 1AP with outreach into Nottingham City.
Context	
<p>Through the partnership of Macmillan Cancer Support, Self Help UK and the Nottinghamshire Integrated Care System, the Macmillan Beyond Diagnosis Gateway provides an improved experience for patients beyond their interactions with clinical services by contributing to the overall holistic approach to supporting people living with and beyond cancer.</p> <p>The service undertakes holistic needs assessments and provides practical and emotional support through brief interventions or by connecting people with volunteers to offer longer term support and also acts as a single access point to other cancer specific or specialist services available in the voluntary sector. Close working relationships with clinical staff working in the cancer field in both the community and hospitals ensures a more integrated approach across the Health and Social Care sector.</p> <p>This post is an exciting opportunity to pilot a more direct partnership with the existing Macmillan Beyond Diagnosis Gateway and 2 Primary Care Networks in Nottingham City (Clifton & Meadows and Nottingham City East). Using the Macmillan Electronic Holistic Needs Assessment to support Cancer Care Reviews will ensure patients have access to the right support for all their non-clinical needs. The post will also work on the preventative agenda in order to encourage and support better uptake of cancer screening opportunities across the two PCNs, supporting the practices within the PCNs to deliver their improvement plan around early diagnosis of cancer. (in line with NHS England and NHS Improvement - QOF Quality Improvement domain 20/21 – Early diagnosis of cancer)</p> <p>The post holder will be expected to work a significant proportion of their time within the PCN areas, both within the community and within GP surgeries. The PCN areas have a population from diverse</p>	
Job Purpose and Objectives	
<ul style="list-style-type: none"> • Work in partnership with the practice staff, inclusive of link workers to ensure referral pathways are clear and criteria for accessing the Gateway is understood. • Assess individuals referred from the 2 PCNs who are eligible for a cancer review, completing eHNAs where appropriate. 	

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- Support referred individuals to create a Care and Support plan with the aim of supporting them to live better with a Cancer Diagnosis
- Support with the delivery of care and support plans, referring to Beyond Diagnosis or short intervention volunteers, or other organisations as appropriate.
- Work within different communities in the PCN area to increase awareness of the benefits of screening programmes with a particular focus on Black and Minority Ethnic groups.
- Actively encourage and support targeted communities and individuals to take up screening opportunities they are eligible for.
- Input all data on the Lamplight (CRM System) and produce reports and evaluation data as requested
- Work closely with GP practices within the PCN to ensure that social prescribing referral codes are inputted to EMIS/SystemOne/Vision and that the person's use of the NHS can be tracked, adhering to data protection legislation and data sharing agreements with the clinical commissioning group (CCG).
- Have a comprehensive understanding of safeguarding and coordinate safeguarding concerns.

Responsibilities

As this is a pilot, we would expect some flexibility within this role and the candidate would need to be adaptable and able to work in a changing environment.

Supporting Cancer Reviews

- Work closely with the individual GP surgeries to identify people eligible for a Cancer Review and prioritise for appropriate referral into The Gateway.
- Work closely with the Gateway Referral Administrator to ensure all referrals are accurately and consistently recorded on Lamplight
- Meet with all individuals referred to the Gateway and undertake an electronic health needs assessments (eHNA's) with them
- Create a Care and Support plan from the eHNA results to support each service user through their cancer journey
- Refer service users to the appropriate to services in the voluntary and community sector based on their Care plan, with the aim of supporting them to live better with a Cancer Diagnosis
- Work closely with the Gateway Community Development Manager to become familiar with organisations and groups offering cancer support in the voluntary and community sector
- Ensure a smooth referral procedure is in place for referring service users onto organisations and groups offering cancer support in the voluntary and community sector
- Work closely with the wider Macmillan Beyond Diagnosis Gateway to ensure there is an exchange of knowledge and support, and relevant

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information is shared if brief interventions and/or volunteer support is required from the wider team.

- Liaise with practice staff to ensure appropriate use of resources and effective partnership working.

Increasing Cancer screening uptake

- Work with the Gateway manager and PCN leads to identify specific groups for targeted interventions.
- Support with the development and delivery of any improvement plan to increase cancer screening rates.
- Work within the community to raise general awareness of and confidence in cancer screening across the 2 PCN areas
- Where possible, identify and work with individuals who may benefit from additional support to access screening.

Data and Monitoring

- Attend all training on Lamplight and the relevant Primary Care system and ensure you keep up to date with new developments or changes
- Ensure all work and data is captured on Lamplight and the relevant Primary Care system as required
- Ensure supervision and management of volunteers is recorded on the Lamplight system
- Capture, record and evaluate feedback from work with service users to improve service user experience and to offer an ever-improving service
- Provide data to contribute to written reports, articles, statistical records and other monitoring as requested
- Provide regular updates and reports on the progress and challenges of all aspects of the project to the Gateway Manager and SHUK Managers as requested
- Understand the data requirements for the project, including the evaluation and outcome measures.

Policies and Information

- Have a comprehensive understanding of safeguarding policies and discuss any safeguarding concerns with the safeguarding lead
- Work within data protection legislation and any locally agreed protocols.
- Become familiar with, and know where to access, Self Help UK policies'
- Ensure familiarity with all policies relevant to the Gateway, with guidance from the Gateway Manager.
- Work within relevant NHS policies while accessing information from NHS systems or working within GP practices.

Professional development

- To identify training needs and undertake in-house, Macmillan Professional and external training as requested and agreed with line manager
- To develop one's own professional growth with input from line manager

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Other Duties and Responsibilities

- To attend and contribute to internal and external meetings, and group and individual supervision as requested by line manager
- To work in accordance with the vision, mission and values of Self UK and to observe policies, procedures and working practices set out by the Board of Trustees
- To undertake any other duties appropriate to the grade and post as specified by your line manager
- This role may involve occasional weekend and evening work

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Person Specification Macmillan Gateway Coordinator	
Essential Criteria	Desirable on appointment (if not attained, development may be available for successful candidate)
<p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of and commitment to person centred care and support • Knowledge of relevant policies and procedures including those related to data protection, safeguarding and confidentiality • Commitment to equality and opportunity and celebrating diversity • A good understanding of the importance of health and safety at work • A understanding of the issues a person may face when living with cancer • Knowledge and understanding of the voluntary sector 	<ul style="list-style-type: none"> • An understating of self-help groups, self-help and self-care • An understanding of Macmillan cancer support • An understanding of the current and changing Nottingham and Nottinghamshire healthcare system • A basic understanding of cancer prevention, diagnosis, treatments, side effects and cancer pathways. • Knowledge of Nottingham City and the voluntary and community networks and services within it.
<p>Experience</p> <ul style="list-style-type: none"> • Experience of assessing the needs of vulnerable people - preferably those with long term health conditions • Experience of working holistically with individuals • Experience of working in partnership with other agencies including health, local authority, voluntary and business sectors. 	<ul style="list-style-type: none"> • Experience of working with those living with cancer and the services that support them • Experience of working within multi-cultural communities.

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<ul style="list-style-type: none"> • Experience of building networks and new relationships within a new development area. • Experience of community engagement. 	
<p>Technical/Occupational skills</p> <ul style="list-style-type: none"> • Planning skills including prioritisation, organisational and time management skills. • Ability to deliver on agreed objectives within deadlines. • Very good interpersonal skills e.g. tact, diplomacy, persuasion and negotiating skills • Ability to make decisions within own area of responsibility • Ability to work as part of a multi-disciplinary team as well as on own initiative • Ability to communicate effectively in writing and to produce documents in a range of formats to suit a range of audiences • Good IT skills and knowledge (Microsoft Word, Excel and Outlook and information databases). • Full driving licence, access to car and willingness to use it 	
<p>Qualifications</p> <ul style="list-style-type: none"> • Qualifications or previous work experience which evidences good standards of numeracy and literacy (preferably educated to A'level or above) • Ongoing commitment to Continuing Professional Development 	
<p>ATTRIBUTES</p>	

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| <ul style="list-style-type: none">• Can meet the requirements of the UK 'right to work' legislation*. | |
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*Self Help Nottingham has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect, for example a UK/EEA passport or identity card; a full UK birth certificate; a Home Office document or visa evidencing the right to take this employment. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post.