

Job Description

Macmillan Beyond Diagnosis Service: Cancer Support Coordinator	
Salary:	£27,418 pro rata
Working Hours:	Between 22.5 minimum and 37.5hr (Full-time) per week
Reports to:	Service Manager
Accountable to:	CEO of Self Help UK
Appointment type:	12 months fixed term (extension dependent on funding)
Main Location:	Hybrid: <ul style="list-style-type: none"> • Self Help UK Office (NG5 1AP) • Home Working • Outreach into the community
Context	
<p>The Macmillan Beyond Diagnosis Service supports people living with and beyond cancer across Nottingham and Nottinghamshire by addressing their <i>non-clinical</i>, or “beyond medicine,” needs. Delivered through a partnership between Macmillan Cancer Support, Self Help UK, and the Nottinghamshire Integrated Care System, the service ensures individuals can access holistic, personalised support that complements their medical care.</p> <p>Using electronic Holistic Needs Assessments (eHNAs) and personalised support planning, the service identifies emotional, practical, social, and wellbeing needs and connects individuals to the most appropriate voluntary and community sector (VCS) support. This creates a seamless support experience that spans primary, secondary, and community care pathways.</p> <p>The service also includes the NUH Cancer Prehabilitation programme, where the Beyond Diagnosis model is delivered through Social Prescribing Link Workers to help people prepare physically and emotionally for treatment, and is closely aligned to a new cancer screening project to promote early detection through increased uptake of screening programmes across Nottingham city.</p> <p>Together, these integrated cancer-focused initiatives aim to improve outcomes, enhance quality of life, and reduce inequity in access to support.</p>	
Job Purpose and Objectives	
<p>This role is dedicated to ensuring that people affected by cancer—especially those from underserved communities or areas facing significant health inequalities—can access the support they need beyond their clinical treatment.</p> <p>The postholder will:</p> <ul style="list-style-type: none"> • Raise awareness of the Macmillan Beyond Diagnosis Service and its offers within local communities, healthcare settings, and VCS organisations. • Build strong, trust-based relationships with community groups, healthcare professionals, and partner organisations to increase understanding of available support. 	

- **Identify and remove barriers** that limit access to non-clinical cancer support, particularly among communities experiencing poorer outcomes.
- **Strengthen referral pathways** by increasing engagement, promoting personalised care planning, and connecting individuals to appropriate VCS interventions.
- **Promote equity** across the cancer care journey, ensuring people from all backgrounds have the same opportunities to receive holistic support.

Ultimately, this role plays a vital part in reducing disparities in cancer experience and outcomes by enabling fair, accessible, and personalised support for anyone affected by cancer

Responsibilities

1. Direct Support to Individuals

- Meet with individuals referred to the service and complete electronic Holistic Needs Assessments (eHNAs).
- Develop personalised Care and Support Plans from eHNA results to guide individuals through their cancer pathway.
- Refer service users to appropriate voluntary and community sector (VCS) services, ensuring support aligns with their Care Plan and helps them live well with a cancer diagnosis.
- Work closely with the Macmillan Beyond Diagnosis team to maintain strong knowledge of local VCS organisations, groups, and cancer-specific support.
- Ensure a smooth and effective process for referring service users into VCS cancer support.
- Collaborate with colleagues to ensure consistent knowledge exchange and mutual support, especially regarding referrals and volunteer involvement.
- Where appropriate, support holistic needs assessments, care planning and short-term case management for individuals preparing for, undergoing, or recovering from cancer treatment, including those in the Prehabilitation pathway.
- Liaise with relevant clinical and care teams regarding service users to ensure coordinated and continuous support.

2. Referrals Management

- Ensure all referrals are processed promptly and efficiently.
- Record referral information accurately on Lamplight CRM.
- Work in partnership with the Referral Administrator to maintain high-quality, consistent data entry.
- Receive and process referrals generated through community outreach, ensuring timely follow-up and allocation of support.

3. Volunteer Support & Coordination

- Work closely with the Volunteer Lead to understand volunteer roles, skills, availability, and areas of contribution.
- Support and supervise volunteers allocated to clients on your caseload, addressing issues or needs quickly and appropriately.

- Ensure processes for matching volunteers to tasks are effective, supportive, and person-centred.
- Identify and address volunteer support needs, working with the Volunteer Lead to encourage strong engagement and retention.
- Recognise gaps in volunteer training or service delivery and contribute to the development of new support approaches and plans.

4. Partnership Working & Service Development

- Engage with new and existing partners to ensure the Beyond Diagnosis Service is fully embedded within their pathways.
- Liaise with referral agencies, primary care, and local cancer support organisations to maximise uptake of the service by people affected by cancer.
- Under the supervision of the Cancer Support Lead, and in line with project plans, contribute to the delivery of the service to maximise its impact for service users and communities.
- Develop, strengthen and maintain local networks and partnerships that support the reach, promotion, and sustainability of the Beyond Diagnosis Service.

5. Training & Capacity Building

- Deliver training and workshops as required, including sessions on the Gateway Project, eHNAs, and Care Plans.
- Deliver volunteer training when requested by the Volunteer Lead.
- Identify training needs and service gaps, contributing to the design and development of new support offers.

6. Data, Monitoring & Reporting

- Attend Lamplight CRM training and remain up-to-date with system developments or changes.
- Ensure all work and contact with service users is recorded accurately on Lamplight.
- Record volunteer supervision, contacts, and activity accurately within the Lamplight system.
- Capture and evaluate feedback from service users to support continuous improvement.
- Provide data and information for written reports, articles, statistical records and monitoring requirements as requested.
- Provide regular updates and progress reports on all aspects of the project to relevant Self Help UK managers.
- Maintain a clear understanding of project data requirements, including evaluation and outcome measures.

7. Policies, Safeguarding & Information Governance

- Maintain a comprehensive understanding of safeguarding policies and escalate concerns to the Safeguarding Lead as required.
- Become familiar with, and know how to access, Self Help UK policies and procedures.
- Ensure compliance with all policies relevant to the Beyond Diagnosis Service, with guidance from the Service Manager and Cancer Support Lead.

8. Professional Development

- Identify own training needs and undertake in-house, Macmillan Professional, and external training as agreed with your line manager.
- Contribute to personal professional development through reflective practice and supervision.
- Complete any additional training required to safely support Prehabilitation or Social Prescribing functions when covering across services.

9. 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
- Engage in continuous learning, identify training needs with your line manager and undertake relevant professional development, including Macmillan and external training opportunities.
- Attend internal and external meetings, contribute to organisational effectiveness, and support general administrative tasks as needed.
- 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

Person Specification Cancer Care Coordinator (Macmillan Beyond Diagnosis Service)	
Essential Criteria	Desirable on appointment (if not attained, development may be available for successful candidate)
Qualifications <ul style="list-style-type: none"> • 2years experience in working with people in a support capacity. 	Accredited qualification in Health and Social Care related field (NVQ, QCF diploma, BTEC, degree)
Knowledge <ul style="list-style-type: none"> • A basic understanding of cancer and its impact on people’s lives <ul style="list-style-type: none"> • Awareness of the challenges faced by underserved communities and the ability to address inequalities in service access • Understanding of equality, diversity, and inclusion, and a commitment to ensuring these principles • Good working knowledge of safeguarding practices and how to escalate concerns. • Understanding of confidentiality, safe data handling, and professional boundaries. • Understanding of the principles of personalised care, holistic assessment, and non-clinical cancer support services. <ul style="list-style-type: none"> • Awareness of the voluntary and community sector and local support pathways. 	<ul style="list-style-type: none"> • An understanding of self help groups, self help and self care • An understanding of Macmillan Cancer Support as an organisation and their services • An understanding of the current and changing healthcare system in Nottinghamshire <ul style="list-style-type: none"> • Experience of social prescribing, prehabilitation or supporting people preparing for cancer treatment.
Experience <ul style="list-style-type: none"> • Experience providing 1:1 support to individuals in health, community, social care, or voluntary sector settings. • Experience of dealing with highly emotive issues and strong emotional difficulties within a professional setting 	<ul style="list-style-type: none"> • Experience of working with those living with cancer and the services that support them • Experience of personally volunteering

<ul style="list-style-type: none"> • Experience of managing competing priorities • Experience collaborating with multiple agencies across health, social care, or the VCS. • Experience of working with and motivating volunteers Experience of working holistically with individuals and organisations • Experience of building and maintaining networks and relationships • Experience of Multi-Disciplinary working • Experience of working with a range of agencies and sectors including health, local authority, voluntary and business sectors 	<ul style="list-style-type: none"> • Experience of delivering training • Experience of doing Holistic Needs Assessments • Social Prescribing experience • Experience with data recording systems or case management software
<p>Technical/Occupational skills</p> <p>Holistic Support & Assessment</p> <ul style="list-style-type: none"> • Ability to conduct structured assessments such as eHNAs and translate findings into personalised Care and Support Plans. • Strong case-management skills to support individuals with a range of emotional, social, and practical needs. • Ability to work sensitively with individuals affected by cancer, including those experiencing distress or vulnerability. • Ability to make decisions within own area of responsibility <p>Relationship Building & Community Engagement</p> <ul style="list-style-type: none"> • Excellent interpersonal skills to build trust with service users, community groups, healthcare professionals and VCS partners. • Strong networking skills with the ability to establish and maintain multi-agency relationships. • Ability to engage underserved communities and reduce barriers to accessing support. <p>Communication</p> <ul style="list-style-type: none"> • Clear, compassionate communication skills across diverse audiences. • Ability to communicate complex information both verbally and in writing. • Ability to liaise and communicate with a wide range of organisations and people, communicating at different levels as required <p>Organisation & Prioritisation</p> <ul style="list-style-type: none"> • Strong organisational and administrative skills to manage referrals, monitor caseloads, and meet deadlines. 	

<ul style="list-style-type: none"> • Ability to manage competing priorities while maintaining high-quality service delivery. <p>Data & Reporting</p> <ul style="list-style-type: none"> • Accuracy and attention to detail when recording information on systems (e.g., Lamplight CRM). • Ability to interpret data, gather service-user feedback, and contribute to monitoring and evaluation reports. • Good IT skills and knowledge (Microsoft Word, Excel and Outlook) 	
<p>ATTRIBUTES</p> <ul style="list-style-type: none"> • High emotional resilience and the ability to work calmly in challenging situations. • Empathy, compassion, and a person-centred attitude. • Confidence working autonomously as well as collaboratively in a multidisciplinary team. • Ongoing commitment to Continuing Professional Development • Commitment to fairness, equity, and inclusive service delivery. • Self-motivated, reflective, and open to continuous learning. • Can meet the requirements of the UK ‘right to work’ legislation* 	
<p>Additional Role Requirements</p> <ul style="list-style-type: none"> • Flexibility to occasionally work evenings and weekends. <p>Willingness to work across different settings: community, office, outreach and home-working environments.</p>	

*Self Help UK 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 passport; 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. Self Help UK is not able to provide Tier 2 sponsorship for this role.