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| **JOB SPECIFICATION FOR:** | **MACMILLAN JERSEY IMPROVING THE CANCER JOURNEY JERSEY COORDINATOR** |

**Introduction and Context**

This role is designed to support our ICJJ team in coordination and administration of the service. Attention to detail, excellent communication skills with patients, stakeholders, internal team and ability to use own initiative, to work independently, as well as part of a team is crucial.

**Hours per week**

25 hours, Monday – Friday between the hours of 9 am and 4 pm

**Location**

The Oasis, Macmillan Jersey’s Cancer Support and Wellbeing Centre

**Reporting to**

Improving the Cancer Journey Jersey Lead

**Core Elements of Role:**

Under the guidance of ICJJ Lead

1. **Coordinate ICJJ activity**
   1. Room resourcing for phone clinics, meetings and appointments
   2. Ensure environment is kept tidy and ready for appointments
   3. Ordering of new items and supplies
   4. Inviting Patients into the service over the phone and setting up Electronic Holistic Needs Assessments.
   5. Keeping note of holiday and absence and blocking off/ canceling appointment slots accordingly.
   6. Contacting other charities and organisations when needed.
2. **Administration**
   1. Answering the phones and actioning or triaging calls
   2. Manage and triage the ICJJ inbox
   3. Managing booking and changing of appointments
   4. Processing New referrals
   5. Sending out and uploading Care plans.
3. **Other**
   1. Provide a comforting welcome to anyone attending the service
   2. Contribute to the development of the service
   3. Liaise with other service providers and third parties to understand what services are available.
   4. Seek new opportunities for support options
   5. Support Operations lead in streamlining processes throughout charity
   6. Support Operations and Communications lead in communicating with service users and providers
   7. Data collection

**Person Specification for ICJJ Coordinator Role**

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|  | **ESSENTIAL** | **DESIRABLE** |
| **Education and Qualifications** | * GCSE English and Mathematics (Grade A-C) or equivalent | * Higher education qualification in health or social care |
| **Relevant Experience and Knowledge** | * High Level people skills * High Level Administration skills * Experience in health or social care setting * Experience in effective communication * Knowledge of third sector * Experience in teamwork | * Knowledge of Macmillan Jersey * Good understanding and knowledge of cancer * Experience with cancer patients * Experience in coordination in health sector |
| **Skills and Ability** | * Personable * Able to use initiative * Confident to communicate with wider team and stakeholders * High level IT skills * Effective organisation skills | * Experience of working with cancer patients * Advanced IT user |
| **Personal Capability**  **Our Values:** | * Helpful * Empathetic * Authentic * Responsible * Together as one Team |  |