



Job Description

Job Title: Cancer Multidisciplinary Team (MDT) Co-ordinator Tracker

Grade: Administrative Officer (Pay Band 7)

Care Group: Integrated Diagnostics and Cancer Services

Responsible to: Cancer MDT and Patient Tracking Manager

Responsible for: No line management responsibility

Overview

The Diagnostics and Cancer Care Group is responsible for the excellent, timely and compassionate delivery of services across Pathology, Radiology, Pharmacy, and Cancer Services. The role of Cancer Multidisciplinary Team (MDT) Co-ordinator Tracker will assist with the day-to-day provision and delivery of cancer services through the application of effective administration and data handling. This post is responsible for the effective co-ordination and tracking of patients along their pathway, resulting in an improved patient experience for those directly affected by cancer.

CARE

In Manx Care we pride ourselves on being Committed & passionate, Accountable & reflective, Respectful & inclusive, and Excellent & innovative. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

The Cancer Multidisciplinary Team Co-ordinator Tracker is responsible for the precise and timely organisation and delivery of cancer MDTs and patient tracking, and is an integral member of the multi-disciplinary team. The post-holder will report directly to the Cancer MDT and Patient Tracking Manager.

Duties and Responsibilities

A summary of the day-to-day activities for this role are as follows:

- **Organise** and attend Multidisciplinary Team meetings, and associated meetings, with clinicians of all levels, setting up rooms and providing administrative support and precise record keeping involving decisions made for patient care
- **Responsible** for the collation of information for patients with suspected or diagnosed cancer, maintaining up-to-date records on the Somerset Cancer Register (SCR) and associated patient administration databases



- **Communicate** effectively and clearly with clinical and non-clinical staff at all levels within the organisation and allied tertiary centres
- **Maintain** a strong awareness of patients that are being tracked along their pathway, ensuring that patients are monitored in relation to their Cancer Waiting Times (CWTs), highlighting irregularities and raising questions with your Line Manager
- **Provide** precise information regarding tracked patients to the Cancer Services Team Managers upon request
- **Develop** and maintain strong working relationships with both clinical and non-clinical colleagues within the organisation
- **Undertake** components of training with new members of staff within the Cancer Services Team
- **Support** colleagues within the Cancer Services Team during periods of leave, cross-covering tasks to the appropriate level, demonstrating a willing to learn new processes
- **Foster** positive working relationships with all colleagues within the organisation to support development, improve processes, and progress towards shared goals

Contacts and Communication

The post-holder will be a key and regular point of contact for staff involved in the cancer multidisciplinary team, liaising over appointments, referrals, and other administration duties.

The post-holder will develop a strong working relationship with the Cancer MDT and Patient Tracking Manager, other Cancer Multidisciplinary Team Co-ordinators, and wider staff groups ensuring an efficient and smooth delivery of services.

The post-holder will utilise all methods of communication as part of their interactions with the above groups.

Problem Solving and Decision Making

The post-holder will horizon-scan for issues with regarding patients whom are being tracked or discussed at MDT meetings, communicating these concerns to their Line Manager and clinical team for resolution.

When unsure of the best course of action regarding any matters, they should escalate to the Cancer MDT and Patient Tracking Manager to prevent adverse impacts on the service.

Autonomy

The post-holder is expected to operate within their outlined duties, and seek advice from the Cancer MDT and Patient Tracking Manager regarding any concerns or suggestions for role development.

The post-holder's workload and performance will be reviewed as part of regular performance reviews throughout the year.

The post-holder will be expected to work within all Isle of Man Government and Manx Care policies, regulations, and frameworks.

The post-holder will be expected to work in a fast-paced setting with frequent adjustments to priorities being required.

Management of Resources

The post-holder will not manage staff.

The post-holder will not hold any budgetary responsibility, nor approve any contracts.

Competencies

All staff of Manx Care are expected to recognise that the everyday business of the Department requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of Manx Care, the role holder represents the Department in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

The job holder reports to the Cancer MDT and Patient Tracking Manager.

The Cancer MDT and Patient Tracking Manager, as Line Manager, is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance & Development Review Scheme.

The Reporting Officer, the will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan is agreed with the job holder, Review and assessment of the job holder's performance and competency/behaviours is made, and
- Performance and Development Review meetings are conducted

Performance management and improvement

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

The role holder is responsible for their own health and safety and the impact of their actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.



Person Specification

Job Title:	Cancer Multidisciplinary Team (MDT) Co-ordinator Tracker
Division:	Integrated Diagnostics and Cancer Services Care Group
Grade:	Administrative Officer (Pay Band 7)

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility		
Has open conversations (up to and including.	E	CV/Interview
Addresses the issues.	E	CV/Interview
Builds supportive relationships.	E	CV/Interview
Is professional and credible.	E	CV/Interview
5 GCSE's (or equivalent) at Grade C (4) or above including English Language and Maths.	D	CV/Interview
Capability		
Experience of working in an office environment.	D	CV
Relevant experience of working within healthcare administration.	D	CV
Experience of undertaking precise data entry for both quantitative and qualitative data.	D	CV/Interview
Excellent organisational skills, with the ability to prioritise work to ensure the effective and timely delivery of services to tight deadlines in a target driven environment to aid patient care.	E	CV/Interview
Confident with information technology systems such as Microsoft Office (e.g. Word, Excel) and capable of learning to use multiple bespoke systems.	E	CV/Interview
Excellent communication skills, both written and oral.	E	CV/Interview
Working to precision with minimal daily supervision.	E	CV/Interview
Excellent organisational skills, with the ability to prioritise work to ensure the effective and timely delivery of services to tight deadlines in a target driven environment to aid patient care.	E	CV/Interview
Future Focussed.	E	CV/Interview
Makes considered decisions.	E	CV/Interview
Encourages innovation and supports change.	E	CV/Interview

Competent assessor of risk.	D	CV/Interview
An understanding of cancer terminology.	D	CV/Interview
A practical knowledge and understanding of the Somerset Cancer Register (SCR).	D	CV/Interview
Experience of liaising between internal and external stakeholders.	D	CV/Interview
Experience of handling medical records or associated sensitive personal data in a healthcare environment, in compliance with agreed policy.	D	CV/Interview
Experience of taking minutes at formal meetings.	D	CV/Interview
Experience of working with challenging internal or external customers or clients.	D	CV/Interview
Character		
Calm under pressure with a friendly manner.	E	Interview
Ability to manage competing demands and interruptions in an emotive environment.	E	Interview
Ability to work on their own with minimal supervision, while also being effective in organising a team towards common goals.	E	Interview
Ability to work to tight deadlines in a target driven environment to ensure the uninterrupted delivery of patient care.	E	Interview
Trusts and is trusted.	E	Interview
Has positive energy and drive up.	E	Interview
Inspires, motivates and empowers.	E	Interview
Be prepared to attend off-island training courses and conferences to support innovation.	D	Interview
CARE		
Shows commitment by <ul style="list-style-type: none"> Recognising that people have different ways of learning and communicating. Discuss problems promptly with the appropriate person. Build positive relationships with team members and others. 	E	Interview
Shows appreciation by <ul style="list-style-type: none"> Listens, asks questions to understand. Learn from others and apply that learning. Explain their progress on tasks or projects openly and regularly. 	E	Interview
Shows respect by <ul style="list-style-type: none"> Plan their own daily work schedules in order to achieve them. Be open and honest with colleagues, showing loyalty towards them. 	E	Interview

<ul style="list-style-type: none"> Deals with routine and non-routine tasks positively and confidently. 		
Shows excellence by <ul style="list-style-type: none"> Manage their own time effectively and able to identify the key facts in a situation. Recognise that it is important to consider how you work as well as what you do. Adapt to changing demands or new situations. 	E	Interview
Circumstances and Interests		
Satisfactory Police Check.	E	Pre-employment checks
A demonstrated interest in the health and social care working environment.	D	Interview
Isle of Man worker.	D	Application