

Macmillan professionals commitment

Objectives of commitment:

This commitment describes what Macmillan can do for Macmillan professionals and what the organisation asks of them. This is not an employment contract (because Macmillan Professionals are not employed by Macmillan) but aims to promote an effective three-way working relationship (between you, your employer and Macmillan) It provides additional information to service level agreements and job descriptions and:

- clarifies what Macmillan professionals can expect from Macmillan
- clarifies what Macmillan expects from/asks of Macmillan professionals
- describes what we are each working towards to achieve an effective relationship
- provides a framework for discussion by relevant stakeholders when expectations are not met.

This document is available on [Macmillan's website](#) and your Macmillan Development Manager will discuss it with you. It may also be useful for line managers, during the recruitment process and for anyone interested in becoming a Macmillan professional. The commitment is best used in conjunction with the professionals' handbook, which is also available on [Learn Zone](#).

Macmillan professionals' commitment

Our commitment to you	Your commitment to us
Opportunities	
<p>Make available a choice of opportunities for professionals to develop professionally and personally including:</p> <ul style="list-style-type: none"> • learning events. • network events. • on-line learning and development resources. • induction. • access to grants. • a choice of opportunities to: <ul style="list-style-type: none"> ○ influence policy/practice development. ○ get involved in Macmillan campaigns. ○ teach/share expertise with others. ○ work with media. ○ contribute to fundraising. ○ get involved in new models of service delivery. ○ work with volunteers. 	<p>There are many ways to contribute beyond your core role, for example to:</p> <ul style="list-style-type: none"> • influence policy/practice development. • get involved in Macmillan campaigns. • teach/share expertise with others. • work with media. • support fundraising work. • get involved in new models of service delivery. • work with volunteers. • be proactive in relevant networks • provide constructive feedback to Macmillan through your Macmillan Development Manager
Resources	
<p>Provide high quality and appropriate resources including:</p> <ul style="list-style-type: none"> • information and services for people affected by cancer. • grants for people affected by cancer. • toolkits to support professionals e.g. volunteer recruitment, out of hours service provision. • products to facilitate service promotion. • learning and development grants for professionals including individual, group learning. • digital learning and information resources. • access to new funding for service development through cases of need. • information in the ways people affected by cancer can get involved with Macmillan. • expenses for attendance at Macmillan events. 	<ul style="list-style-type: none"> • ensure patients/clients are aware that they are interacting with a Macmillan professional /service. • make all appropriate Macmillan resources and services accessible to patients/clients. • enable people who want to support Macmillan to do so by signposting to the Fundraising Support Team. • understand Macmillan's strategy and role in all stages of the cancer pathway. • understand Macmillan's values ('we are personal, we demand better, we are practical experts, we are open and we inspire others').

Our commitment to you	Your commitment to us
Support	
<ul style="list-style-type: none"> • listen to your feedback. • facilitate networks. • provide information. • have accessible, responsive Macmillan representatives. • provide support for service improvement and problem solving. • facilitate and mediate in professionals' work challenges (where appropriate and in discussion with partner organisations). • open to change and new ideas. 	<ul style="list-style-type: none"> • inform Macmillan of changes in your contact details / role / post / job description and any risks to your role. • stay up to date with current and relevant Macmillan resources. • participate in the Network. • ensure your line manager understands your relationship with Macmillan and encourage them to maintain their own communication with Macmillan.
Governance	
<p>Work with you and your employers to ensure our requirements are undertaken effectively and outcomes shared appropriately e.g.</p> <ul style="list-style-type: none"> • service reviews. • annual reports. • service level agreements. • recruitment to Macmillan professional posts. • steering groups (where appropriate). 	<ul style="list-style-type: none"> • understand and deliver your core Macmillan role. • continually strive to evaluate and improve your service. • participate in continual professional development. • keep abreast of evidence based practice and new policies / guidance in cancer care. • maintain quality, empowerment and personalisation at the heart of service delivery. • participate in Macmillan requirements e.g. <ul style="list-style-type: none"> ○ induction. ○ steering group membership (where appropriate). ○ service reviews. ○ annual reports.
Leadership	
<p>Offers the following:</p> <ul style="list-style-type: none"> • strategic and expert knowledge in cancer services provision. • support organisations to deliver case of need outcomes and improve cancer services. • unbiased 'critical friend'. • influence in cancer services development. • understanding of the complex environment, multiple agendas and constraints. • insights from wider cancer services and a broad overview. 	<ul style="list-style-type: none"> • role model best practice and high standards in relevant area. • embrace innovation and new ways of working. • influence through working across boundaries. • work effectively in teams and partnerships.