

# WORKING TOGETHER WHAT CAN WE EXPECT FROM EACH OTHER?

WE ARE  
MACMILLAN.  
CANCER SUPPORT

## Our vision for working together

- We want you to feel valued by Macmillan, as Macmillan professionals are one of our greatest assets because you support people affected by cancer at the moments that matter.
- We want to work with you to make sure you have the right support, so that you can provide the best treatment and care for people affected by cancer. We want you to feel part of a dynamic and supported Macmillan community. As a result, we hope you will inspire others to use Macmillan's services and get involved in Macmillan's work
- It is very important to us that we can all be as clear as possible about the expectations of all parties concerned. Consider the following expectations and discuss with the Macmillan representative any points that you may require clarity or need to discuss further and how this may relate to you as an individual.

Key points that will be covered by your Macmillan representative at the initial meeting	Any follow up actions needed	Key additional points you want to cover from the list of expectations attached	Any follow up actions needed
Any feedback you may have from the 'We are Macmillan induction day'			
What management and clinical/ supervision support is in place for you and what would help you function better in this post			
Role of the various Macmillan staff that can support you and how to contact them when you need them			
The aims and objectives of your role as per partnership agreement and annual reports and Review of your service expectations			
Online support from Macmillan - Learnzone, be.Macmillan, online communities, Macmillan professionals pages			
Macmillan's direct services Macmillan Grants			
Implications of the Macmillan Branding			

## Expectations of your role

### Core professional requirements

- Deliver quality care, working effectively in teams/partnerships
- Ensure you and your service are up-to-date
- Work to continually improve and innovate within your service
- Promote the service to those who should access it or refer to it

### Specific requirements for the Macmillan part of your role

- Make clear to service users that you are a Macmillan supported professional (at the most appropriate point in your clinical/professional interaction)
- Be aware of Macmillan's strategy and aims (from 'We are Macmillan' day or other L&D activities and newsletters)
- Refer people to Macmillan's direct services
- Refer anyone wanting to make a donation to Macmillan's fundraising team. (You must not set up any "Macmillan" funds or appeals or open or hold any bank account to receive money donated or raised with a name that includes the word "Macmillan")
- Refer anyone wanting to volunteer to Macmillan's volunteering team
- Refer anyone wanting to campaign to Macmillan's Campaign Team
- Refer anyone wanting to develop a support group or get involved as a Cancer Voice to the regional Macmillan Involvement Coordinator
- Inform Macmillan of any complaint against your Macmillan branded service
- Inform Macmillan of any extended period of absence (your organisation can do this on your behalf)
- Undertake Macmillan induction events and any relevant Learning and Development activity, in line with the contract Macmillan has with your employing organisation.
- Submit annual reports to Macmillan with data requirements as agreed with your Macmillan representative
- Take part in Macmillan review of service processes (dependant on the needs of your service)
- Always represent Macmillan in a positive way, publicly
- Not bring Macmillan's name into disrepute

## Discretionary effort (when you can)

### Professionally

- Contribute to Macmillan's policy, research and strategy development/take part in consultations
- Publish good practice and share with Macmillan
- Take part in networking, Learning and Development opportunities
- Promote Macmillan and its services through the media and communications work
- Promote Macmillan's fundraising activities, speak to supporter audiences eg Worlds Biggest Coffee Morning
- Help on the Macmillan Mobile Information Units when they are in your area

### Personally

- Support/organise/participate in fundraising events
- Get local businesses involved in supporting Macmillan
- Volunteer in local community volunteering projects
- Become an e-campaigner
- Get your family and friends involved in Macmillan's work

## What can you expect from us?

### Opportunities

You can take advantage of:

- The Macmillan Induction programme
- Learning and development events
- Networking events
- Involvement with Macmillan's wider influencing activity
- Grants for people affected by cancer
- Quality Information for people affected by cancer
- Grants for your learning and development (within our criterion) – individual and group
- Toolkits to support professionals
- Bespoke promotional products designed specifically for your service
- Digital learning and information resources
- Information about the ways people affected by cancer can get involved with Macmillan
- Access to funding for service development through case of need

### Support

You can expect Macmillan to:

- Encourage and listen to your feedback
- Facilitate professional networks
- Provide free information and guidance
- Provide accessible, responsive Macmillan representatives when you need them
- Provide support for service improvement and problem solving
- Facilitate and mediate in professional's work challenges (where appropriate and in discussion with your employer)
- Be open to change and new ideas
- Provide strategic and expert knowledge in cancer services provision
- Offer support to deliver case of need outcomes and improve cancer services

- Be an unbiased 'critical friend'
- Influence cancer service development
- Understand the local complex environment, multiple agencies and constraints
- Provide insight from wider cancer services and a broad overview of the needs of people affected by cancer

## What is your employer's responsibility?

- Ensure you attend the Macmillan induction program and you fulfil the expectations set out within Macmillan's terms of agreement with your employing organisation
- Allow access to Macmillan representatives to support you in your role
- Day to day management support for your role
- Statutory or employer mandatory training
- Employer induction and Learning and development required to fulfil your core role requirements
- Basic legal responsibilities as an employer
- Clinical/general supervision
- Provision of equipment and facilities to undertake your role requirements
- All areas relating to your employment

## You have registered for:

Learnzone  
be.Macmillan  
Data protection form