

Job Description

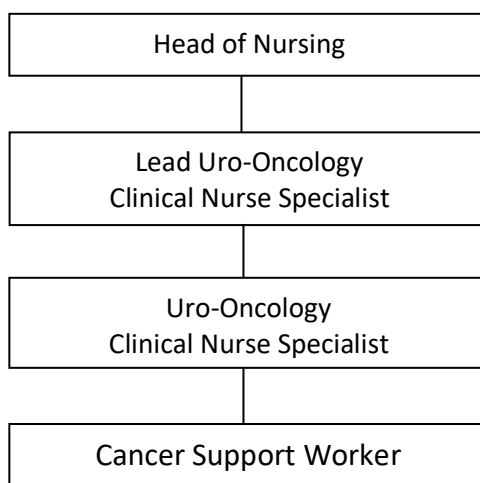
Job Ref:	18-174
Job Title:	Uro-Oncology Support Worker
AfC Pay Band:	Band 4
Number of hours:	37.5
Clinical Unit / Division	DAS
Department:	Urology Department
Location:	East Sussex Healthcare Trust
Accountable to:	Head of Nursing
Reports to:	Lead Uro-Oncology Clinical Nurse Specialist

Job Dimensions & Responsibility for Resources	
Staff	No direct line management responsibilities but will work closely with clinical nurse specialist for all tumour sites.
Information Systems	Careful use of Trust systems both manual and electronic, to ensure accuracy of data. Store and share information in accordance with department protocols, Trust Information Governance Policy and Data Protection Legislation Specialist systems

Job Purpose	The band 4 Cancer Support Worker is a role designated to support the cancer clinical nurse specialists in their role in caring for a variety of cancer patients being diagnosed and treated within the Acute Trust. The Cancer Support Worker will work under the supervision of CNS's with the aim to release time for them to conduct the core elements of their role, it is envisaged that this will primarily be around triaging telephone calls, co-ordination of care, supporting holistic needs assessment, a range of other supportive duties and sign-posting patients for further support and information. The MSW will be involved in some of the multi-disciplinary team working and therefore although their work will primarily be with the CNS they will also work with other nurses, AHPs, MDT co-ordinators and medics. The MSW will work directly with patients both face to face and over the phone assisting with information and support and co-ordination of a sometimes complex journey.
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	<p>The MSW will assist CNS to co-ordinate secondary care assessment of patients unmet needs, triage and co-ordination of referrals to specialist staff or into the community. They will work alongside existing clinical staff to provide a single access point for information and support throughout the patient's cancer pathway.</p> <p>The role requires use of judgment in responding to the needs of individuals. The level of judgment required relates to identifying the complexity of the situation, providing appropriate advice and escalating to the registered practitioner where appropriate as identified within clinical algorithms.</p> <p>The MSW will be responsible and accountable for their practice and behaviour under the guidance and supervision of a registered practitioner in each of the cancer teams outlined above and will be a member of the existing teams.</p>
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Department Structure



Communication and Working Relationships

Internally the post holder will work with Clinical Nurses Specialists, Cancer Pathway Navigators, MDT leads, Urologists and Oncologists. They will develop good working relationships with other departments such as secretaries, appointment clerks, MDT co-ordinators and radiology. Other key links will be with GPs, community teams and the voluntary sector.

With Whom	Frequency	Purpose
Patients	Daily/As Required	To investigate/advise and facilitate progression on the cancer pathway.
Lead Uro-Oncology CNS	Daily	Leadership and support. Management supervision, work planning, advice and support. Service development
Uro-Oncology CNS Team	Daily	Support and clinical expertise/coordination and communication of patient care
Medical Colleagues	Daily/As Required	Treatment plans/updates
Cancer Pathway Navigator	Daily	Cancer pathway coordination
Patient Pathway Coordinator	Daily	Cancer pathway coordination
Lead Cancer Nurse	As Required	Advice and support
Head/Deputy Head of Nursing	As Required	Advice and support
Service Manager	As Required	Service plans/updates
Admin Teams	As Required	Coordination of patient care
All Clinical Colleagues	As Required	Treatment plans/updates. Support and clinical expertise/coordination and communication of patient care
Primary Care	As Required	Liaise effectively to facilitate patient care, provide support, information and expert advice

Key Duties and Responsibilities

Clinical

Under daily guidance and supervision the support worker will:

- Co-ordinate care by providing a single point of access, including rapid re-entry into the system for those people identified as having urgent or specialist needs
- Provide general information and support about cancer and cancer services, to enable people to navigate the health and social care system and make choices that are best for their cancer and their life
- Triage telephone calls for CNS's – when the CNS is unavailable
- Provide basic telephone advice and refer on or sign-post to other sources of support
- Guide people through the use of self-assessment resources
- Pro-actively identify patient and carer needs using approved tools, protocols and procedures to ensure that people get the right support to meet their needs
- Working with the CNS, coordinate holistic needs assessments and the development of individual care plans including attending and holding face to face clinics
- Make visits to ward patients as required
- Attend outpatient clinics to support patient information needs as directed
- Act as advocate and facilitator to resolve issues that may be perceived as barriers to care
- Support people to access appropriate information and support, by sign-posting to a range of support services and take an approach which helps people to self-manage where appropriate
- Encourage and support active and healthy lifestyle choices
- Coach patients and carers to understand what signs, symptoms or situations to be aware of that would indicate concern, using agreed protocols
- Coach patients and carers on how to make contact when they feel that their condition or needs have changed, including what to do out of hours or in an emergency
- Carry out some administration duties required by the role and that may release time for the CNS
- Understand that there will be frequent exposure to distressing/highly distressing situations and recognise when to seek appropriate support/advice
- Demonstrate an awareness of the limits of their own practice and knowledge and when to seek appropriate support/advice

Expected Patient Outcomes

In line with Improving Outcomes: A Strategy for Cancer, 2011, patients who are risk stratified into supported self-management care and supported by the Support Worker will be:

- Supported to regain as normal a life as possible
- Given advice about how to minimise their risk of developing further cancer-related problems
- Given advice about possible signs of recurrence or long-term effects of treatment
- Enabled to re-access specialist services without delay should they need to do so

Information Resources

- Coordinate Holistic Needs Assessment delivery; this role may include providing information, assisting patients accessing emailed Holistic Needs Assessments, or offering to face to face support in undertaking Holistic Needs Assessments
- Document and monitor all aspects of care coordination and service delivery, supporting data collection for audit

Working Relationships

- Close liaison with tumour site specific Clinical Nurse Specialists
- Close liaison with the wider Clinical Nurse Specialists
- Close liaison with the Cancer Pathway Navigator
- Clinical Supervision will be available from the hospital staff counselling service
- The support worker will work within the MDT and wider team of health care professionals as required
- The support worker will develop a partnership with community teams involved in long term condition management

Professional Development/Education

- To gain a sound knowledge of the tumour specific medical knowledge, terminology and procedures - this will include diagnostics (radiology/pathology), surgery and oncology services
- To undertake any further training which may be relevant to the post
- To ensure all statutory and mandatory training is undertaken as required
- Demonstrate effective management of time and resources
- Co-ordinate access to the right information and education resources to support people in making decisions about aspects of their own care, enable independence and support self-management as appropriate
- Advise and educate patients on individual self-care management principles and provide consistent planned aftercare to reinforce and further promote this information
- Planning/inviting/organising of Health and Well-Being events or other supported self-management events
- Demonstrate self-directed learning, actively seeking role development opportunities to enhance practice, knowledge and role progression.
- Identify personal education needs and skills development

Communication

The information and nature of the communication required is sensitive due to the nature of cancer. Communication in this context requires a high degree of empathy, understanding, diplomacy, honesty and integrity.

- A key aspect of the role involves daily and direct (e.g. face to face and telephone) communication with patients, relatives, carers, and other health and social care professionals. The communication can be of a complex, contentious and sensitive nature.
- Triage incoming calls, using a risk assessment framework and initiate appropriate response according to protocols and individual pathways, using good communication skills, basic clinical awareness and appropriate tools and procedures, liaising as appropriate when non routine and refer complex decisions to the team for assessment and review.
- Communicate and signpost to appropriate needs related information

- Make pre planned outbound telephone calls to patients to assess ongoing needs to enable a proactive prevention approach
- Document any advice or assessments using Somerset
- Communicate any alterations to CNS team in a timely fashion
- Clear communication and handover to CNS's regarding patient contact each day
- Co-ordinate the handover with other teams to facilitate safe and effective transition of care between services in order to provide seamless support for people
- Network with local community services to assist our patients in up to date support services.

Analytical and Practical Judgement

- Identify the complexity of the situation, providing appropriate advice and escalating to the registered practitioner where appropriate as identified within clinical algorithms
- Demonstrate the ability to recognise and respond appropriately when faced with a sudden deterioration or an emergency situation, alerting the team or enabling rapid response as appropriate
- Evaluate outcomes of care delivery with the registered practitioner

Organising and Planning

- Organise and prioritise the designated workload in relation to identified needs
- Co-ordinate appointments and assessments as required

Policy and Service

- Follows standard procedures
- Comment on proposed changes to policies and procedures

Financial and Physical Development

- Coordinate ordering of supplies and equipment in liaison with the wider team
- Safe use of clinical and other equipment

Human Resources

- Demonstrate duties to less experienced staff /team members

Trust's Vision and Values

RESPECT AND COMPASSION

We care about acting with kindness

ENGAGEMENT AND INVOLVEMENT

We care about involving people in our planning and decision making

WORKING TOGETHER

We care about building on everyone's strengths

IMPROVEMENT AND DEVELOPMENT

We care about striving to be the best

Staff are expected to demonstrate appropriate behaviours and attitudes that contribute to an organisational culture where patients are at the heart of everything we do.

This means being:

- ✓ Kind
- ✓ Friendly
- ✓ Respectful
- ✓ Professional
- ✓ A Team

Diversity and Rights

- Promote people's equality, diversity and rights, and treat others with dignity and respect

Confidentiality

- Ensure confidentiality at all times. Employees of the Trust must not without prior permission disclose any information regarding patients or staff obtained during the course of employment, except to authorised bodies or individuals acting in an official capacity. Failure to adhere to this instruction will be regarded as serious misconduct and may lead to disciplinary action
- The Data Protection Act may render an individual liable for prosecution in the event of unauthorised disclosure of information

Trust Policies and Procedures Including Control of Infection

- To be familiar with and to comply with the Trust's policies and procedures, which are available via line managers in each department and on the Trust Intranet. Failure to adhere to this instruction will be regarded as serious misconduct and may lead to disciplinary action
- Be aware of and adhere to the Trust's infection control policy. Infection control is everyone's business and it is important that all members of clinical and non-clinical staff observe good infection control practice at all times. Failure to adhere to this instruction will be regarded as serious misconduct and may lead to disciplinary action

Safeguarding Children

- Employees of the Trust have a responsibility at all times to ensure the well-being and safety of children under the care of the organisation and to comply with the Trust's policies and procedures in this.

Risk Management and Health and Safety

- Be aware of the Trust's risk management strategy and policies.
- Support the departmental manager in promoting a risk management culture within your working environment, ensuring participation and involvement when requested.
- Identify potential risks that may impact on the Trusts ability to achieve its objectives, and report concerns to the line manager

- Health and Safety is the responsibility of all staff and the post holder is required to take due care at work, report any accidents or untoward occurrences and comply with the Trust Health & Safety Policy in order that it can fulfil its Health and Safety responsibilities
- The Trust operates a “Smoke Free” Policy, and smoking is forbidden throughout the Trust’s premises

Training and Development

- Attend mandatory training updates as required
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales
- Take responsibility for identifying what learning you need to do your job better and jointly plan with your line manager what training you require
- Participate in the Trust’s appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service

Patient and Public Involvement

- The Trust has a statutory duty to ensure that patients, clients and members of the public are consulted and involved in decisions about local health service developments. You should be mindful of this and do what you can, as appropriate to your role and level of responsibility, to meet this duty

Data quality

- Ensure that accurate data is entered into all data collection systems, manual or electronic
- Report non-compliance with the Data Quality Policy, erroneous production of data and any factors affecting the production of valid data to the Data Quality Manager

Research Governance

- The Trust manages all research in accordance with the requirements of the Research Governance Framework. As an employee you must comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver Research Governance

Major Incident

- In the event of a major incident or civil unrest all Trust employees will be expected to report for duty on notification. All Trust staff are also expected to play an active part in training and preparation for a major incident or civil unrest

Modernisation and Change

- To be aware of internal and external targets to achieve in respect of service delivery and improving and progressing patient care, and contribute and work to achieve them

Sustainability

- The post holder will be required to embrace the concepts of sustainability within the workplace and will carry out all duties in a way that ensures a high regard for energy efficiency, carbon reduction, waste management and the most appropriate use of materials and other resources. The post holder will also be required to give due consideration to the use of sustainable travel to the post holder's base and travel between the Hospital sites, where applicable

General Duties & Responsibilities Applicable to all Job Descriptions

- To be familiar with and adhere to the policies and procedures of the Trust
- Behave and act at all times in accordance with the Trust Values, of Working Together, Respect and Compassion, Engagement and Involvement and Improvement and Development
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales
- To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements
- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident
- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover

Working Environment

The Support Worker will work closely with cancer clinical nurse specialists. The job is mainly office based with access to phone and computer, although sometime may be required in outpatients, on the wards, or wherever patients may require support

Driving		Lifting		Verbal aggression	X
Use of PC/VDU	X	Physical support of patients		Physical aggression	
Bending/kneeling		Outdoor working		Breaking unwelcome news to others	X
Pushing/pulling		Lone working	X	Providing professional emotional support	X
Climbing/heights		Chemicals/fumes	X	Dealing with traumatic situations	X
Repetitive movement		Contact with bodily fluids	X	Involvement with abuse cases	
Prolonged walking/running		Infectious materials	X	Care of the terminally ill	X
Controlled restraint		Noise/smells	X	Care of mentally ill & challenging patients	X
Manual labour		Waste/dirt		Long periods of concentration i.e. hours	X
Food handling		Night working		Working in confined spaces (e.g. roof spaces)	

Statement

1. This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.
2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.
3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
6. All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to. In addition to supporting the trusts commitment to preventing and controlling healthcare associated infections (HAI).
7. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
8. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.
9. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
10. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.
11. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
12. For posts which involve contact with patients, it is required that the postholder receives satisfactory clearance from the Disclosure and Barring Service.



Person Specification

Job Title:
Cancer Support Worker

Grade:
Band 4

Department:
Uro-Oncology

Date:
January 2020

*Assessed by: A= Application I= Interview R= References T= Testing C = Certificate

Minimum Criteria	*	Desirable Criteria	*
Qualifications <ul style="list-style-type: none">• GCSE English Language and Mathematics (Grades A-C) or equivalent.• NVQ3 plus additional training to diploma level or equivalent through short courses in a relevant field	A, I, R, C	<ul style="list-style-type: none">• Training to foundation degree in health and social care equivalent or evidence of continued role development• Willingness to undertake training and development• Coaching or teaching qualification	A, I, R, C
Experience <ul style="list-style-type: none">• Communicating with patients and relatives• Able to cope with distressed patients or relatives• Understanding of person-centred care• Knowledge of Urological conditions• Relevant health or social care experience• Experience of multi-professional working• Experience in the use of data management• Evidence of good communications skills• Understanding of the health and social care environment	A, I, R	<ul style="list-style-type: none">• Experience of coach/teaching patients and carers• Managing/triaging of telephone calls• Experience of caring for Urological patients, in particular those with a diagnosis of cancer• Experience in coordinating a patient workload• Experience of working with cancer patients• Awareness of Improving Outcomes: A Strategy for Cancer and other national cancer policies• Knowledge of relevant cancer treatments, interventions and terminology	A, I, R

Skills / Knowledge / Abilities <ul style="list-style-type: none"> • Ability to communicate both verbally and non-verbally on a daily basis with people at all levels in a sensitive manner • Ability to work within a team • Ability to motivate self and others • Flexible attitude to working • Accurate written communication of information • Ability to show empathy and understand the difficulties faced by people affected by cancer • Ability to use own initiative • Ability to ask sensitively about information needs • Work with supervisor/manager close by or contactable by bleep/telephone • Ability to retrieve information from a wide range of sources and in different formats. supervisor/manager 	A, I, R	<ul style="list-style-type: none"> • Ability to work flexibly across different teams and specialities 	A, I, R
Other <ul style="list-style-type: none"> • Good observation skills • Practical problem solving skills • Effective organisation skills • Ability to prioritise own workload between competing issues • Able to use own initiative • Good time management skills • IT skills, data collection, use/completion of Somerset cancer registry database • Computer literate • Calm and objective • Confident, yet approachable • Acts in a professional manner • Recognition of own limitations • Demonstrates enthusiasm • Able to travel between sites • Ability to deal with complex and difficult emotional situations • Evidence that personal behaviour reflects Trust values. • Recognition of own limitations • Demonstrates enthusiasm • Reliable work record • <i>DBS clearance if applicable</i> 	A, I, R, T		

Managers Signature

Date

Post Holder's Signature

Date