

## Job Description

<b>Post</b>	Haematology Support Worker
<b>Band</b>	4
<b>Department</b>	Macmillan Nurses
<b>Responsible to</b>	Macmillan Haematology CNS
<b>Professionally Accountable to</b>	Lead Nurse/Operational Lead Haematology and Oncology
<b>Date written</b>	19/03/24
<b>Written by</b>	Karen Danns Lead Nurse/ Operational Lead Haematology and Oncology

## Job Summary

To work under the direction of the registered nurse supporting the provision of high-quality patient centred care to those diagnosed with a haematological malignancy

To assess and address the general information and support needs of those living with haematological cancer, attending outpatient clinics as directed by the registered nurse

The role involves being responsible for aspects of the remote monitoring system, entering patients onto the Somerset Cancer Data Base, including blood results and appointments.

To be an extended member of the colorectal MDT, ensuring effective communication within the team, across the Trust, Primary Care and voluntary agencies.

The role involves being responsible for the administrative aspects of the service supporting the coordination of the patients' pathway, from the point of referral to oncology

## Key Working Relationships

Macmillan Haematology CNS Team  
Clinicians  
Ward staff  
Sectaries/administrative staff  
Macmillan professionals  
Patients/carers  
Primary Care



Compassion



Accountability



Respect

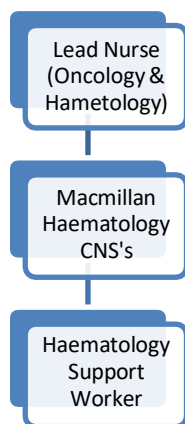


Integrity



Courage

## Organisational Structure



## Main Duties and Responsibilities

Work as part of the Macmillan Haematology CNS Team providing high quality patient centred care

Contribute to the holistic needs assessment and care planning of patients under the direction of the registered nurse

Implement, monitor, and review aspects of the care plan with the patient/carer reporting any changes in the patient's condition to the registered nurse

Enter patients onto the remote monitoring module on the Somerset Cancer Database

Maintain the day to day running of the remote monitoring system

Input blood results and scans onto the remote monitoring system, highlighting any changes to the registered nurse

To organise clinics, ensuring the registered nurse has all the information required to undertake a comprehensive patient review

To make pre planned outbound telephone calls to patients to assess their on-going needs, providing a proactive approach to care

Advise patients on individual general self-management strategies as appropriate, sign posting to the dedicated webinar platform and the Macmillan Information & Support Centre

Encourage and support healthy lifestyle choices

To review patients on the ward and in the outpatient setting under the direction of the registered nurse

To identify and address patient/carer general informational needs, sign posting to other services as appropriate

To triage telephone calls, providing general information, help and support to patients/carers and healthcare professionals, referring complex/specialist issues to the registered nurse

To be responsible for tracking and coordinating the patient's pathway from the point of referral to the Macmillan Haematology CNS Team

Demonstrate knowledge of the haematology care pathways in order to understand decision making processes and enable effective response to queries

Support the registered nurse in the coordinate of care to facilitate safe and effective discharge.

Identify changes in patients' condition/needs, escalating concerns to the registered nurse

To provide Level 1 psychological support to patients/carers, referring patients with specialist needs to the registered nurse

Demonstrate the ability to recognise and respond appropriately when faced with patient sudden deterioration or an emergency situation, alerting the registered nurse, enabling rapid response as appropriate

To support the registered nurse in responding to EAU alerts for patients admitted as an emergency

Responsible for the development of information packs for patients to support patient self-management strategies.

Responsible for developing and maintaining the documentation to support the smooth running of the service

To actively tract referrals to other hospitals to minimise delays on treatment pathways

Liaise with the MDT coordinator and other hospitals to ensure a seamless service for patients and a smooth transition through the patient pathway

Coordinate appointments or investigations to fast-track patients through the system

Responsible for the administrative aspects of the Macmillan Haematology CNS service

Document information in a legible, accurate, and professional manner in the hospital notes and on the Somerset Cancer Database

Demonstrate an awareness of the limits of own practice and knowledge and when to seek appropriate support/advice

To develop effective working relationships with the colorectal MDT, within the Trust and across different boundaries of care

To adhere to local and national directives related to cancer care

To be a flexible member of the team, able to respond to the changing needs of cancer patients and the service

Contribute to the development of the service

To participate in the formal review process and plan future personal development and competencies to be achieved

### Statutory and Miscellaneous

- Takes responsibility to ensure that Professional Registration is up to date at all times and does not lapse or expire and to inform line management immediately with any concerns of if registration lapses or expires (all registered staff).
- This post involves access to patients and their data include children and/or adults at risk, as defined by the Disclosure and Barring Service (DBS). It will therefore be necessary for the post holder to apply for and be in receipt of a satisfactory **Standard DBS check. (this statement relates to patient facing but non clinical roles)**
- If you have not had a satisfactory DBS check within the last three years you may be required to apply for an updated DBS check during your employment.
- The Trust requires all new starters to subscribe to the DBS update service, where it is a requirement of the role.
- Be responsible for maintaining own vaccinations that are applicable to the role.
- Safeguard patient confidentiality at all times, including adherence to the Data Protection Act.
- Attend statutory and mandatory training and refresher courses as necessary.
- This post is subject to the terms and conditions of employment of Kettering General Hospital NHS Foundation Trust.
- Be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors and staff.
- Ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiative within the area of work and the Trust's Equality, Diversity and Inclusion Strategy.
- Have a commitment to identifying and minimising risk, report all incidents and report to the manager any risks which need to be assessed.
- Any other duties commensurate with the grade and in line with the requirements of the post.
- This job description reflects the present requirements of the post and it does not form part of the contract of employment. If the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the postholder. It is the Group's aim to reach agreement on reasonable changes, but if agreement is not possible the employing Trust reserves the right to effect changes to the postholder's job description after consultation with them. Appropriate notice of such changes will be given.
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## Confidentiality, Data Protection and Data Quality

General Data Protection Regulation (GDPR) safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by the Trust to:

- Uphold its principles; and
- Adhere to Trust policies and to maintain strict confidentiality at all times.

It is a requirement of employment with the Trust that you must comply with the obligation of confidentiality in line with our Staff privacy Fair Processing Notice, Patient Privacy Notice and Information Governance policies and procedures.

All staff have a responsibility to ensure that personal data is accurate, held securely and consent is gained, where appropriate.

## Safeguarding Children and Adults at Risk

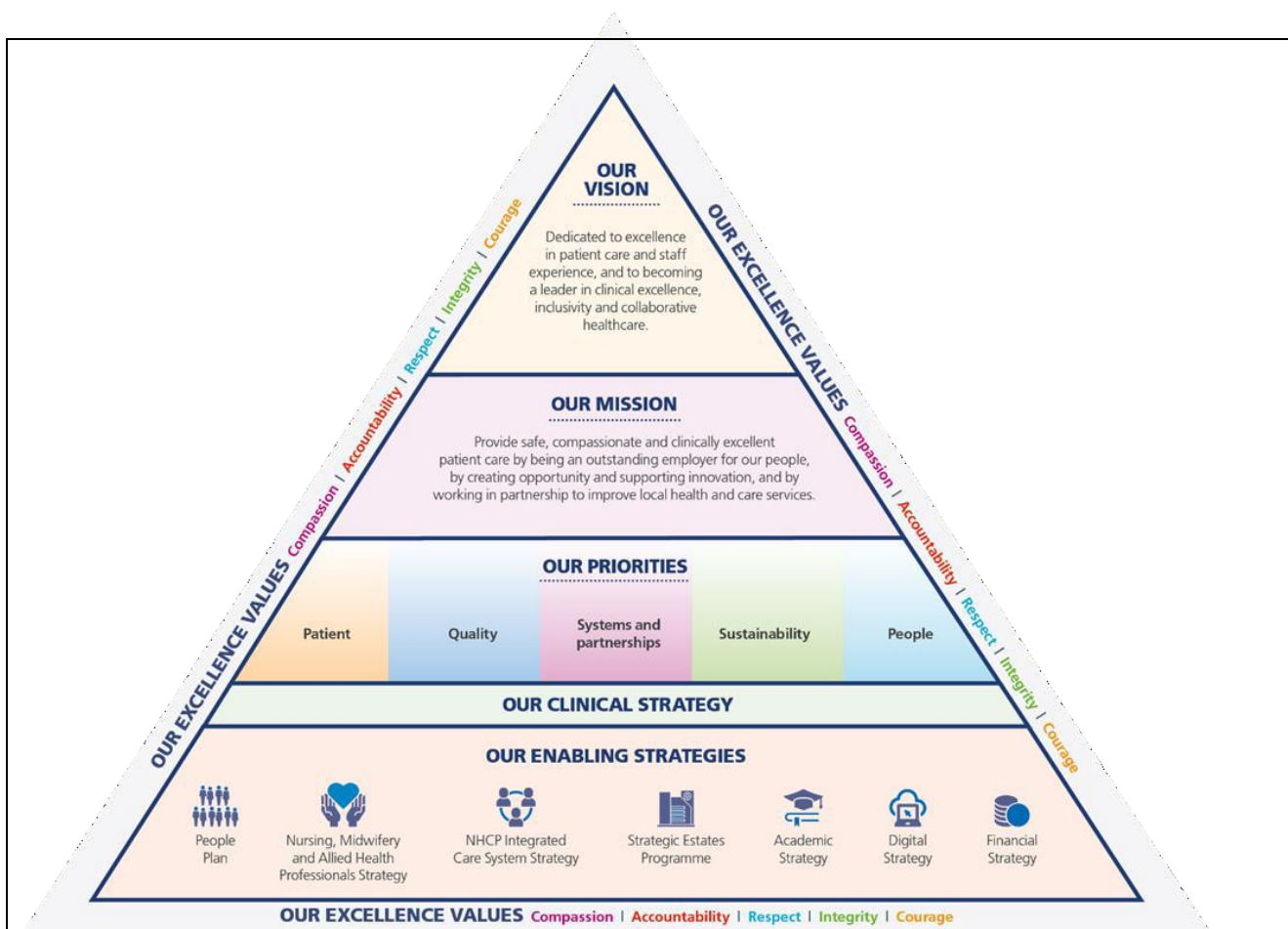
We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact with during your work. To fulfil these duties you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

## Our Vision and Values

University Hospitals of Northamptonshire NHS Group is made up of Northampton General Hospital NHS Trust and Kettering General NHS Foundation Trust. Both hospitals are separate hospitals/employers with hospital board and leadership. We share a group executive team leading on a shared vision, mission, priorities, strategies and Dedicated to Excellence Values.

Please visit the following websites for more information:

- [University Hospitals Northamptonshire NHS Group](#)
- [Best of Both Worlds Northamptonshire](#)
- [Kettering General Hospital](#)
- [Northampton General Hospital NHS Trust](#)



## Our Excellence Values



Compassion

We care about our patients and each other. We consistently show kindness and empathy and take the time to imagine ourselves in other peoples shoes.



Accountability

We take responsibility for our decisions, our actions and our behaviours. We do what we say we will do, when we say we will do it. We acknowledge our mistakes and we learn from them.



Respect

We value each other, embrace diversity and make sure everyone feels included. We take the time to listen to, appreciate and understand the thoughts beliefs and feelings of others.



Integrity

We are consistently open, honest and trustworthy. We can be relied upon, we stand by our values and we always strive to do the right thing.



Courage

We dare to take on difficult challenges and try out new thinks. We find the strength to speak up when it matters and we see potential failure as an opportunity to learn and improve.

Shortlisting Criteria	Essential	Desirable
<b>Education, Training &amp; Qualifications</b>		
NVQ3 or NVQ4 plus additional training to diploma level or equivalent through short courses	X	
GCSE English Language and Mathematics (Grade A-C) or equivalent	X	
Evidence of continued role development	X	
<b>Knowledge &amp; Experience</b>		
Relevant health or social care experience at Band 3 or equivalent	X	
Experience of caring for patient living with a haematological malignancy	X	
Experience of multi-professional working	X	
Experience of coaching/teaching patients/carers	X	
National directives related to cancer care	X	
Experience of coordinating the patient pathway	X	
<b>Skills</b>		
Good communication and interpersonal skills	X	
Good observation and assessment skills	X	
IT skills	X	
Ability to work as part of a team and utilise own initiative	X	
Effective organisational skills	X	
Practical problem-solving skills	X	
Ability to prioritise own workload	X	
<b>Key Competencies/ Personal Qualities &amp; Attributes</b>		
Flexibility	X	
Motivated & enthusiastic	X	
Hard working and able to demonstrate passion for the role	X	