

## JOB DESCRIPTION

### 1. JOB DETAILS

|                               |   |
|-------------------------------|---|
| <b>Job Title:</b>             | Assistant Teenage and Young Adults (TYA) Youth Worker |
| <b>Band:</b>                  | 3   |
| <b>Base</b>                   | Royal Surrey Cancer Centre                            |
| <b>Department / Portfolio</b> | Teenage and Young Adults Cancer Service               |
| <b>Reports to:</b>            | Lead Nurse  |

### 2. JOB PURPOSE

To support the youth worker with a wide range of appropriate recreational activities to enable young people aged 16-30 years to develop cognitive, social and emotional skills throughout their cancer trajectory.

#### 2.1 JOB SUMMARY

- To participate in the TYA Cancer Multidisciplinary Team using specific skills to contribute to the care and understanding of the young people, their families, and carer.
- To ensure the day care and outpatient environment is young people friendly and stimulating
- To encourage and help to develop a peer group network of support.
- To support the youth worker with signposting TYAs to accessible grants and benefits when they're struggling with cost of living
- To support youth worker with guiding and mediating for the TYA and their family with general
- To support patients to advocate for themselves and their best interests within the team and wider hospital. To advocate for them where this is not possible.



### 3. KEY RESULT AREAS/MAIN DUTIES AND RESPONSIBILITIES:

- To ensure TYAs are aware of the financial support available to them when struggling with living costs
- Supporting youth worker to liaise with external agencies such as schools and employers to support TYA and family to manage day to day life during and post treatment and whilst living with cancer
- To ensure that appropriate activity and recreational equipment is safe and appropriate for each young adult patient.
- To source, advise and purchase recreational resources to meet the needs of the 16-30 years age group.
- To work across Teenage and Adult Cancer services taking referrals from the clinical staff within the Teenage and Young Adult Cancer Service.
- Working with external agencies to provide appropriate activities both within hospital and the community to meet the needs of this patient group during treatment and beyond.
- Signposting TYAs to more specialist support within the TYAC team. Example Counselling, coaching, holistic wellbeing support or psychosexual therapy.

#### **Operational Function**

- Working alongside the young people to establish their health needs.
- Using the results of patients health needs work closely with the rest of the team to provide solutions
- To support youth worker to provide appropriate recreational facilities and activities for the teenagers and young adults on the Teenage and Young Adult Unit and other ward areas.
- Provide support for educational decision making and liaise with schools, universities and other Higher Education Institutes where appropriate
- Support Youth worker to encourage and support the interaction of teenagers and young adults with activities, with particular emphasis on group work and using motivational approaches where appropriate.
- To devise and develop ways in which peer group support can be achieved.
- Prepare young people for invasive and non-invasive medical procedures, using distraction techniques and activity.
- Ensure the appropriateness of available resources to be updated as needed
- To coordinate and support peer network and therapeutic support groups used to encourage social interaction and offer support in order to aid adjustment to disease and hospitalisation.
- To participate in fundraising process including suggestions for fundraisers and sending thank you cards out to fundraisers
- Assist youth worker to research and get quotations for ordering supplies and equipment as appropriate
- To ensure recreational and craft equipment is continually maintained.
- To keep records of the numbers and types of patients receiving recreational services/input.
- To attend weekly TYA unit team meetings
- To provide an age-appropriate environment in which young people can remain stimulated.

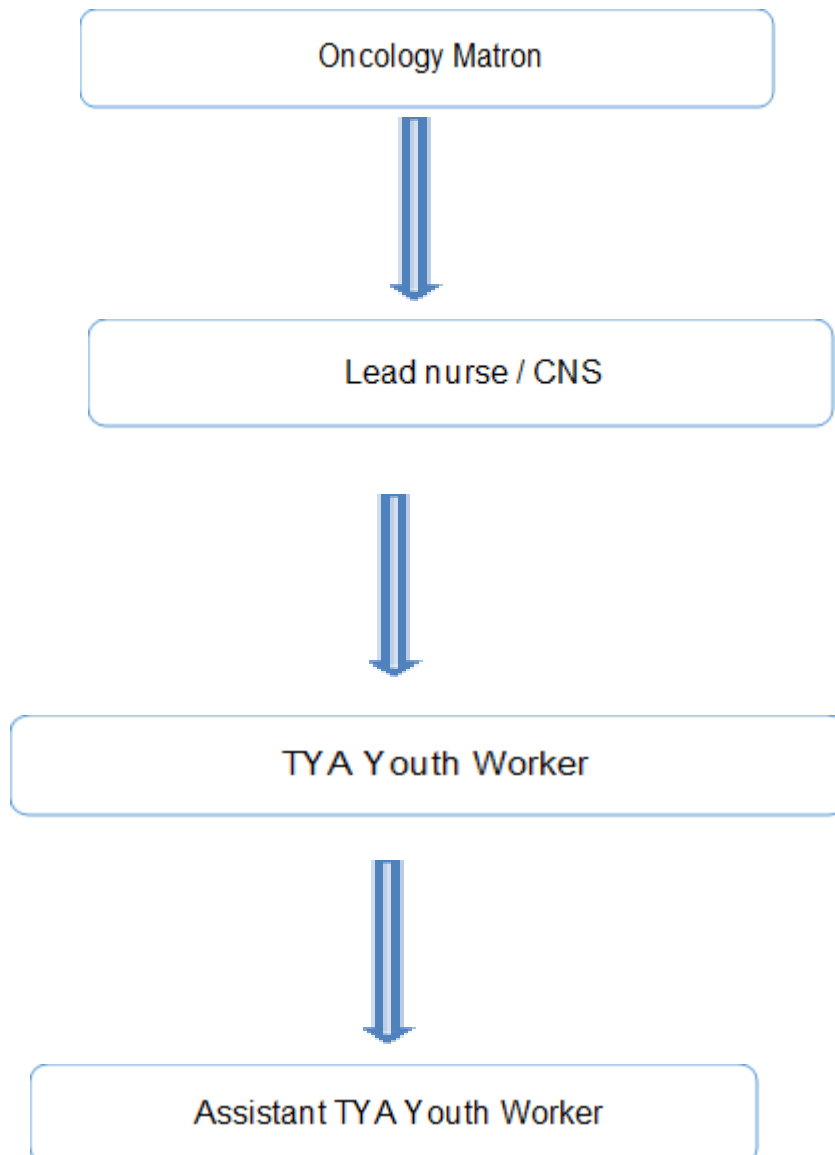


- Link with the Youth Worker at the Principal Treatment Centres (PTC) (Royal Marsden, University College London Hospital) to ensure that activities are coordinated and collaborative.
  - Assist youth worker to plan, co-ordinate, and monitor and evaluate work which broadens access to social activities for young people.
  - To develop and maintain a close working relationship with people from the community as well as with those involved in other elements of the Unit's work.
  - Ensure that patient privacy and confidentiality is maintained, and that dignity and freedom of choice is enhanced.
  - Respect the individuality, values and cultural and religious diversity of patients and their families.
  - Supervise volunteers.
  - Ensure infection control measures are kept at all times
  - Use any computer system purchased by the trust providing appropriate training has been given. Example Cerner. Comply with the data protection act 1984.
  - Assisting clinical team in delivering safe and timely care to patients as appropriate
  - Maintain own learning through reading and attending study days.
  - Review and reflect upon own practice through the effective use of clinical supervision and appraisal.
  - Attend in-service training and meetings as required.
  - Organise and attend Trust statutory and mandatory trainings where applicable
  - Participate in the orientation, training and supervision of students.
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- Act as a role model and in a professional manner at all times creating a good working atmosphere.
  - Work within current policies issued by the trust reporting any accident or sickness to the lead Nurse.
  - Have knowledge of social media platforms such as Facebook, Instagram and twitter to ensure that all unit sites are managed and updated regularly

#### 4. KEY WORKING RELATIONSHIPS AND COMMUNICATION

| Internal to the Trust   | External to the Trust  |
|---|--|
| <ul style="list-style-type: none"> <li>• Multi-disciplinary teams,</li> <li>• Clinical Nurse Specialists,</li> <li>• Cancer Nursing and AHP Teams</li> <li>• Therapy Radiographers,</li> <li>• Fountain Centre,</li> <li>• Administrative teams - appointments, diagnostics.</li> </ul> | <ul style="list-style-type: none"> <li>• Patient Support services</li> <li>• Principal Treatment centre- RMH</li> <li>• Hospice</li> <li>• Schools, colleges, universities and employers</li> <li>• Councils and housing associations</li> </ul> |

#### 5. DEPARTMENT CHART OR REPORTING STRUCTURE OF THE POST:



## 6. OTHER RESPONSIBILITIES

### Management

- To be responsible for the self- development of skills and competencies through participation in learning and development activities, and to maintain up to date technical and professional knowledge relevant to the post

### Finance

You are required to comply with the Trust Standard of Business Conduct policy and the NHS Codes of Conduct and Standards of Business Conduct for NHS Staff and you are required to declare all situations where you (or a close relative or associate) have a controlling interest in a business (such as a private company, public organisation, other NHS organisation or voluntary organisation) or in any other activity which may compete for an NHS contract to supply goods or service to the Trust.

### Confidentiality

- All employees must respect and protect the confidentiality of matters relating to patients or other members of staff and must comply with the requirements of the Data Protection Legislation. This means that the protection of personal data in any form of media (e.g. system, paper, word of mouth by any means that personal information can be processed) is a requirement by law. Any member of staff found to have permitted unauthorised disclosure of personal confidential and sensitive information and is found in breach of their duty of confidentiality could lead to disciplinary proceedings in accordance with the trust's disciplinary policy. No confidential information must be accessed, read, discussed, or disclosed unless it is necessary in the pursuance of the legitimate duties of their role.

### Equal Opportunities

- The Royal Surrey is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. A copy of Equality and Diversity Policy and our Single Equality and Diversity Scheme are available from the Human Resource department or on the internet/intranet.
- Staff must ensure that they treat members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

### Corporate Governance

- The Trust, as a public organisation, is committed to acting with honesty, with integrity and in an open way. The Trust Board of Directors is responsible for ensuring that Trust services are managed in this way. We are working together to achieve the highest levels of compliance with the risk management standards promoted through the NHS Executive's Controls Assurance programme and the Clinical Negligence Scheme for Trust (CNST). All of us are expected to become familiar with these standards as they relate to our work and further details are available from your manager.
- One of the controls assurance standards relates to Health & Safety. Under the Health & Safety at Work Act 1974, all of us have a duty:



- To take reasonable care of ourselves and others at work;
- To co-operate in meeting the requirements of the law.
- All staff must have an understanding of the Trust's Health and Safety policy and be aware of the responsibilities associated with this.
- All staff must adhere to the Trust's Infection Control Policies and maintain the standards laid down in those policies, complying with dress codes and hygiene codes in all clinical areas.

Further details are available from the Trust's Health & Safety Advisors.

## Safeguarding

Royal Surrey NHS Foundation Trust has a safeguarding policy for both adults and children and is committed to the protection of children, young people and adults. The Trust acknowledges that, due to the nature of hospitals, many people who would not normally be considered vulnerable can be in a position where they lack capacity or have reduced control. It also recognises that abuse of vulnerable adults/children can occur within domestic, institutional and public settings, and as such we have a responsibility to protect patients and associated dependents within our care. All employees have a responsibility to meet the statutory requirements to safeguard and promote the welfare of both children and adults to ensure that they come to no harm and to raise any concerns regarding safeguarding. All employees would be fully supported in raising any safeguarding concerns. All employees must be aware of Trust policies in relation to safeguarding and must adhere to them at all times.

## Infection Control

Infection Prevention and Control is the responsibility of all Trust staff.

All staff have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

## Our vision, mission and values

The Trust undertook a listening exercise with its staff which has formed our vision, mission and values. We are currently working with staff to define our new behaviours which will become part of everything we do.

### Our Mission

Together we deliver compassionate, safe care every day.

### Our Vision

To provide nationally celebrated, community focused health and care.

### Our values are:

- **Continuously improving**  
Continuously improving is not just a value.  
It's what unlocks our innovation.
- **Excelling together**



**WORLD CLASS CARE  
FOR OUR COMMUNITY**

Excelling together is not just a value.  
It's what we do every day.

- **Caring together**  
Caring together is not just a value.  
It's what sets our Royal Surrey family apart.
- **Learning together**  
Learning together is not just a value.  
It's what keeps our services safe.

## 7. RIDER CLAUSE

This is an outline of duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Division.

Signed (Employee):----- Date:-----

Print name (Employee):-----

***Royal Surrey NHS Foundation Trust aims to ensure that no job applicant or employee is unfairly disadvantaged on the grounds of race, colour, nationality, ethnic origin, age, disability, sex, sexual orientation, marital status/civil partnership, religion/belief or trade union status.***



## PERSON SPECIFICATION

### POST: Assistant Teenage and Young Adults Youth Worker

#### BAND: 3

\*Assessment will take place with reference to the following information

A=Application form

I=Interview

T=Test

C=Certificate

| Area  | Essential | Desirable | Assessment |
|---|-----------|-----------|------------|
| <b>Values and Behaviors</b>   |           |           |            |
| <b>ESSENTIAL CRITERIA FOR ALL POSTS</b>   |           |           |            |
| Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes             | √         |           | A/I        |
| Demonstrable skill to work together to serve our community through delivering safe and excellent clinical care                | √         |           | A/I        |
| Value diversity and difference, operates with integrity and openness  | √         |           | A/I        |
| Treating others with compassion, empathy and respect  | √         |           |            |
| Share information openly and effectively with patients, staff and relatives   | √         |           |            |
| Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others | √         |           | A/I        |
| Uses evidence to make improvements, increase efficiencies and seeks out innovation  | √         |           | A/I        |
| Actively develops themselves and others   | √         |           | A/I        |
| <b>Qualifications</b>   |           |           |            |
| NVQ3 or NVQ3 plus additional training to diploma level equivalent, or equivalent through short courses                        | √         |           | A/I        |
| GCSSE English Language and Mathematics (Grades A-C) or equivalent   | √         |           | A/I        |
| Evidence of continued role development  | √         |           | A/I        |
| <b>Knowledge and Experience</b>   |           |           |            |
| Relevant health or social care experience at Band 2 or equivalent   | √         |           | A/I        |
| Experience of multi-professional working  | √         |           | A/I        |
| Experience in the care of TYA   |           | √         | A/I        |
| Evidence of good communications skills  | √         |           | A/I        |
| Understanding of person-cantered care   | √         |           | A/I        |





|  |   |   |     |
|--|---|---|-----|
|  |   |   |     |
| Understanding of the health and social care environment  | √ |   | A/I |
| Experience in coordinating a patient workload  |   | √ | A/I |
| Understanding of Macmillan Cancer Support and its role across the UK   |   | √ | A/I |
| Awareness of improving outcomes: a strategy for Cancer and other National Cancer policies  |   | √ | A/I |
| <b>Skills and Capabilities</b>   |   |   |     |
| Ability to deal with complex and difficult emotional situations  | √ |   | A/I |
| Ability to communicate both verbally and non-verbally on a daily basis with people at all levels                                     | √ |   | A/I |
| IT Skill, working knowledge of Microsoft Office with intermediate keyboard skills  | √ |   | A/I |
| Ability to work flexible hours including some evenings and weekends  |   | √ | A/I |
| Able to use own initiative   | √ |   | A/I |
| Effective organization skills  | √ |   | A/I |
| Good observational skills  | √ |   | A/I |
| Practical problem solving skills   | √ |   | A/I |
| Ability to work within a team  | √ |   | A/I |
| Ability to motivate self and others  | √ |   | A/I |
| Flexible attitude to working   | √ |   | A/I |
| Accurate written communication of information  | √ |   | A/I |
| Ability to show empathy and understand the difficulties faced by people affected by cancer. Ensuring delivery of person centred care | √ |   | A/I |
| Ability to prioritize own workload   | √ |   | A/I |
| Ability to ask sensitively about information needs   | √ |   | A/I |
| Ability to retrieve information from a wide range of sources and in different formats  | √ |   | A/I |
| Ability to commit to and maintain personal self-care to support emotional resilience and holistic wellbeing                          | √ |   | A/I |
| Ability to deal with complex and difficult emotional situations  | √ |   | A/I |
| <b>Personal Attributes</b>   |   |   |     |
| Used to working in a busy environment  | √ |   | A/I |

|   |   |  |     |
|---|---|--|-----|
|   |   |  |     |
| Adaptability, flexibility and ability to cope with uncertainty  | √ |  | A/L |
| Willing to engage with and learn from peers, other professional and colleagues in the desire to provide or support the most appropriate interventions | √ |  | A/I |
| Professional calm and efficient manner  | √ |  | A/I |
| Effective organizer/prioritization skills   | √ |  | A/I |
| Confident, yet approachable   | √ |  | A/I |
| Acts in a mature manner – both personally and professionally  | √ |  | A/I |
| Recognition of own limitations  | √ |  | A/I |
| Ability to work independently   | √ |  | A/I |
| Able to travel for various social activities  | √ |  | A/I |