



**University  
Hospitals Sussex**  
NHS Foundation Trust

# Job Description and Person Specification

## Job Description

<b>Job Title</b>	Systemic Anti-Cancer Treatment (SACT) Scheduler
<b>Band</b>	4
<b>Hours</b>	37.5 Fixed Term 6 Months
<b>Department</b>	Amberley unit Worthing
<b>Division</b>	Cancer
<b>Location / Hospital Site</b>	Worthing
<b>Responsible to</b>	Operational Manager
<b>Accountable to</b>	Operational Manager
<b>DBS Level</b>	Standard
<b>DBS Barring</b>	n/a
<b>DBS Workforce</b>	n/a

### Role Summary

This role is a key member of the Department's booking team, part of a team of administrators all working towards the achievement of key patient access targets for the Division. Work will include:

- Navigating and co-ordination of all systemic anti-cancer treatments (SACT) administered in the SACT Unit.
- Co-ordinating information sessions for all SACT regimes including oral regimes when required.
- Being the primary point of contact for all external and internal services referring into the SACT unit.
- Be solely responsible for the timely booking and co-ordination of all SACT treatment administered in the SACT unit.
- Provide the right information, support and non-clinical advice to patients and the MDT.
- Coordinate any assessments and investigations required (which can often be at other hospital trusts) to ensure convenience for the patient and prevent any delays to their treatment, increasing the efficiency of the service.
- Responsible for pursuing and attaining results of investigations necessary for treatment, and presenting these to the SACT nurse-in-charge to take the necessary action.
- The post holder will develop and maintain knowledge of treatments and time required for anti-cancer treatments and supportive therapies.
- Be the first point of contact for all patients starting SACT, alleviating anxieties, providing support, and giving concise and accurate non-clinical information pertaining to their treatment, escalating to the nursing staff where necessary for clinical information.
- Develop and maintain a network of contacts across all care settings within Health and Social Care to enable them to help patients resolve any non-clinical

issues they may be facing. This may often require onward referral to other professionals and discussion with the clinical team in relation to clinical issues. They will therefore have excellent communication skills and a sound knowledge of local pathways and support services.

- To collect data on all patient contacts for audit and service development purposes and keep records of all patient supportive communications using the agreed data system (Chemo Care / Aria/ Care flow).
- Maintain an updated diary for all SACT bookings including deferrals or cancellations.
- Be responsible for ensuring all referrals are booked in priority, not date received and escalate any capacity concerns to the nurse in charge.
- Manage the referral emails and answer phone to ensure any actions needed are completed.
- Support medical schedulers in the unit as required.

The post holder will also undertake other administrative duties as required.

## Key Working Relationships

Internal: Operational Managers, Patient Access Clerks, Medical Secretaries, Clinical, nursing and radiotherapy teams, pharmacists, CNS

External: Patients and carers, various external organisations

## Structure Chart

## Main Duties and Responsibilities

### Communication

- Act as the single point of contact for the patient initiating appropriate responses based on clear protocols and frameworks and escalate anything that cannot be managed within the scope of the role
- Co-ordinate the patient's SACT treatment, communicating with other teams to facilitate safe and effective transition of care between services.
- Communicate clearly, sensitively and effectively with patients, family members, health professionals and other health sector staff.

- Maintain a calm and sensitive approach when dealing with people in distress incorporating appropriate communication skills to reduce distress and resolve conflict.
- Adapt their communication style and method to best support patient preference and need.
- Demonstrate the importance of cultural factors when communicating with people
- Write and maintain clear, accurate records of patient contact and information in a variety of formats.
- Communicate and signpost patients to appropriate needs-related support and information.
- Liaise daily with Aseptic pharmacy, making necessary scheduling changes to accommodate dose reductions and pharmacy servicing

### **Service Delivery and Improvement**

- Work closely with clinicians, nurses and all clinical staff to ensure that patients are actively managed through their pathways.
- Highlight and discuss with nurse in charge and access manager the need for extra capacity slots required by the service.
- Being fully updated and aware of patient demand exceeding or diminishing in relation to current capacity and communication of the position to the nurse in charge and access manager.
- Ensuring adherence to Trust policies and procedures, in particular the Patient Access Policy. To recommend systems and processes which improve compliance to the policy.
- Maintain up to date knowledge of all applicable targets and processes relating to the patient pathway and to be a point of reference within the unit for patients, relatives and GPs so changes can be managed as required.
- Actively manage the service's waiting lists and maintain a clear overview of all patients currently active in their pathway and to be able to produce, analyse and present information on this.
- Prevent breaches of waiting time targets and delays due to problems in capacity, through liaison with nurse in charge and access manager.
- Work with reception teams, clinicians, nurse in charge and access manager to ensure all outcomes are recorded within one working day of the clinics and that consent forms/toxicity screening are scanned onto patient record.
- Ensure all cancellations, DNA's and patients affected by appointment changes are rebooked in an appropriate timely manner.
- Provide advice and guidance to GP's, Consultants, patients, carers, wards, in how to complete referrals into the department.

- Contribute to complaint enquiries and attend meetings with operational manager, access manager and nursing teams as required.

### **Clinical:**

- Be a single point of contact for patients (and their relatives) to help navigate them through their treatment journey understanding that patients will be highly anxious and have complex needs. The post holder must therefore have an awareness of the limits of their own practice and knowledge and when to seek appropriate support/advice. There will be frequent exposure to distressing situations.
- Provide emotional and practical support to patients on cancer treatment identifying their basic support needs, acting in a way that acknowledges their expressed beliefs and choices.
- Provide general information about cancer and cancer services, to enable patients to navigate the health and social care system and make choices that are best for their cancer and their life.
- Act as advocate and facilitator to resolve issues that may be perceived as barriers to care
- Attend daily nursing and administrative huddles and act on outcomes.
- Field telephone calls for the SACT nurse-in-charge (NIC), escalating to the NIC when clinically necessary
- Checking prescriptions for upcoming treatments and taking necessary action when discovering errors/omissions
- To participate in regular formal supervision and develop a personal development plan to enhance own skills.

### **Information Resources:**

- Access and input confidential, complex and sensitive data from appropriate electronic records, databases and spread sheets.
- Maintain up to date patient contact records for audit and service improvement purposes
- Use appropriate technology and information resources to find, process and share information
- Understand the principles of audit and quality improvement providing a key role in data collection.
- Understand the importance of updating and sharing information with the patient and healthcare professionals in a timely manner.
- Demonstrate an awareness of the principles of data protection working within legal limitations with access and storage of data.
- Support the production and delivery of patient information resources.

### **Learning 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.

- Identify own learning needs and jointly plan training requirements with your line manager
- 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.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

## Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

***'excellent care every time'***

All our efforts to do this put the interests of our patients first and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

## Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:

- Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
- The patient being at the heart of every element of change
- Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
- Continuous improvement of our services through small steps of change
- Constantly testing the patient pathway to see how we can develop
- Encouraging frontline staff to lead the redesign processes
- Equal voices for all
- Engagement of staff is a big factor in job performance.
- Good engagement leads to improved quality, mortality and safety measures

## Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

## Equality, Diversity and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities.

Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective.

All staff have a duty to report any behaviours which contravene this to their managers.

## Workplace and Environmental Factors

<b>Physical</b>	Sitting for extended periods using VDU equipment Ability to travel to all trust sites
<b>Emotional</b>	Ability to respond to workload pressure. Ability to deal empathetically with difficult or distressed patients. Ability to remain calm in stressful situations and adapt quickly to problems as they arise.

	Ability to work at all levels within the organisation and respond empathetically to all staff.
<b>Mental</b>	Ability to concentrate when being frequently interrupted by staff with requests and problems. Ability to prioritise. Calm and considered approach to a demanding working environment.
<b>Working Conditions</b>	Maintaining a safe environment. Using VDU equipment continuously on most days

## Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
<b>Professional Registration</b>	n/a			
<b>Experience/Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE English and mathematics or equivalent</li> <li>Detailed knowledge of the NHS, acquired through diploma or equivalent experience or training plus further specialist knowledge and experience.</li> <li>Experience of communicating effectively with patients and their relatives.</li> <li>Knowledge of national and local policies and targets relating to patient access, waiting times, booking and choice.</li> <li>Administration Systems.</li> </ul>	<b>AF/I</b>	<ul style="list-style-type: none"> <li>Knowledge of cancer tumour sites .</li> <li>Knowledge of SACT treatments .</li> <li>Experience of working with cancer patients</li> </ul>	<b>I/AF</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Good written and spoken English and</li> </ul>	<b>AF/I</b>	<ul style="list-style-type: none"> <li>Evidence of good</li> </ul>	<b>I/AF</b>

	<p>interpersonal/negotiating skills.</p> <ul style="list-style-type: none"> <li>• Highly motivated and able to motivate others.</li> <li>• Able to use own initiative in developing innovative solutions to problems.</li> <li>• Able to communicate at all levels ranging from patients/carers to managers and clinicians.</li> <li>• Ability to maintain composure during times of extreme pressure.</li> <li>• Proven track record demonstrating ability to make timely and effective decisions.</li> <li>• Abstract and analyse relevant information from complex policies and procedures and translate to other staff members.</li> <li>• To manage conflicting priorities daily.</li> <li>• Able to use a range of Microsoft products and understand their complex functions.</li> <li>• Advanced keyboard skills</li> <li>• Ability to plan and organise the configuration of complex scheduling and templates on Patient Administration Systems</li> <li>• Evidence of having undertaken own development to improve understanding of equalities issues.</li> </ul>		<p>communications skills</p> <ul style="list-style-type: none"> <li>• Understanding of the health and social care environment with experience in the working environment.</li> <li>• Experience in coordinating a patient workload <ul style="list-style-type: none"> <li>- Knowledge of Trust departments and systems.</li> </ul> </li> </ul>	
<p><b>People Management and Development</b></p>	<ul style="list-style-type: none"> <li>• Proven track record of ability to train others of varying abilities.</li> </ul>	<p><b>AF/I</b></p>		

	<ul style="list-style-type: none"> <li>Ability to prioritise and re-prioritise workloads of self and others as necessary, depending on service demands and resources.</li> </ul>			
<b>Equality, Diversity, and Inclusion</b>	<ul style="list-style-type: none"> <li>Evidence of having championed diversity in previous roles (as appropriate to role).</li> </ul>	<b>I</b>		
<b>Specific Requirements</b>	<ul style="list-style-type: none"> <li>Ability to concentrate on complex issues in an open plan environment when frequently interrupted.</li> <li>Flexibility to travel across sites as needed</li> </ul>	<b>AF/I</b>		
<b>Freedom to Act</b>	<ul style="list-style-type: none"> <li>Able to prioritise own workload according to the demands of the service.</li> <li>Able to work unsupervised</li> </ul>	<b>AF/I</b>		