

## JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Macmillan Therapies Cancer Support Worker
<b>Reports to</b>	Macmillan Lead AHP
<b>Band</b>	Band 4
<b>Department/Directorate</b>	Cancer Services, Clinical Support and Specialist Services

JOB PURPOSE
<p>The Macmillan Therapies Cancer Support Worker will be responsible and accountable for their practice and behaviour under the guidance and supervision of a registered practitioner within the cancer service.</p> <p>The post holder will triage patients in preparation for pre- and rehabilitation whilst working alongside the Registered Practitioner to support group activities.</p> <p>The post holder will assist patients to complete an individual holistic needs assessment (HNA) using approved tools and procedures. This will aid in the development and co-ordination of personalised care and support for cancer patients and their families.</p> <p>The post holder will be responsible and accountable for their own individual practices and behaviour under the management of a Registered Practitioner. The post holder will help the team to navigate complex health and social care systems and will provide information and support about cancer and cancer services, to enable people to navigate the health and social care system and make informed choices that effect their physical and mental wellbeing.</p> <p>The service provided will tailor care to best suit the individual patient this includes: personalised information and advice; support to help identify things that could help them improve how they feel; help to access local services; help in identifying early changes in their condition that require intervention or attention, to prevent things from getting worse; motivation for the patient to work towards and achieve any goals.</p> <p>The role requires the use of excellent judgment in responding to the needs of individuals. The post holder will be expected to provide emotional support and advice and to signpost patients to the appropriate services to best meet their needs.</p> <p>The post will work within the boundaries of the role reporting to the Registered Practitioner.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p><b>Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Knowledge of and be able to liaise and negotiate with, local service providers, regarding local service provision.</li> <li>• Triage incoming calls, using the approved Macmillan triage tool and initiate an 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.</li> <li>• To understand the principles of holistic needs assessments and development of personalised care plans based on patients' needs</li> <li>• Provide basic telephone advice and refer on or sign-post to other sources of support.</li> <li>• Coordinate the necessary assessments, appointments or investigations to fast track people back into the system if required.</li> </ul>

- 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.
- As part of the LWBC Team the post holder will maintain continuity of care as directed by the Lead AHP Practitioner to ensure patients receive easily understandable information and support whilst in the community.
- To provide emotional support for patients and their families and timely onward referral and signposting to services
- To provide personalised care and support, acting as the patient advocate; taking and receiving referrals; prioritising need and sign posting to appropriate services
- To have a sound knowledge of current health promotion initiatives, delivering both health promotion advice and monitoring progress, through motivational interviewing both opportunistically and through targeted intervention
- To respond appropriately in emergency situations
- To report any incidents that might compromise health and safety for self; other staff or clients/patients

**Personal Responsibilities**

- To be self-aware and demonstrate resilience in the face of challenging situations.
- To take part in annual appraisal, developing a personal development plan from which training needs will be identified and training undertaken.
- To understand the legal; ethical and regulatory principles of the NHS, and know personal boundaries and when to seek help
- To be able to undertake developmental training of other staff as required
- Actively engage with Macmillan Cancer Support to contribute expertise and experience

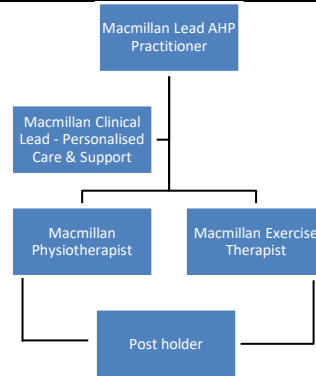
**KEY WORKING RELATIONSHIPS**

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Nursing staff</li> <li>• Managers</li> <li>• Medical Staff</li> <li>• Complex care teams</li> <li>• Managers</li> <li>• Therapy Staff</li> <li>• Consultants</li> <li>• Community equipment store</li> </ul>	<ul style="list-style-type: none"> <li>• Hospice</li> <li>• Social Services</li> <li>• Voluntary agencies</li> <li>• Macmillan</li> </ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

The post holder will act in an independent capacity, whilst recognising their own limitations in skills and knowledge and working within their own professional scope of practice. The post holder will communicate effectively with their immediate and wider team to ensure that the continuity of gold standard patient care is upheld at all times and will refer anything outside of their professional scope of practice, to a registered member of the nursing team or medical colleague.

## COMMUNICATION/RELATIONSHIP SKILLS

### Patients/Relatives:

- The post holder will communicate regularly with patients and their families and will have to overcome barriers to understand and adapt their communication style when required.
- The post holder will communicate or receive sensitive or potentially complex information
- The post holder will need excellent interpersonal skills, to ensure accurate and effective verbal, written and electronic communication with patients and their carers/families and a wide range of healthcare staff both inside and outside of the Trust.
- The post holder is required to establish and maintain collaborative relationships with all disciplines within Cancer services, radiology, pathology teams, community teams and palliative care to provide a seamless service, which is responsive to the individual patients' needs.
- The post holder must maintain professional relationships and gain the cooperation of others when working to achieve all duties and responsibilities of their role.
- Act as patient advocate;
- Co-ordinate appointments and clinics as required
- Keep up to date with relevant information and contacts with local services within the trust and services within the community

### Professionals:

- Communicate effectively with professional colleagues throughout the Trust and across the community sites whilst maintaining the good reputation of the immediate and wider team.
- Ensure relevant data sets are available in a timely manner;
- Attend and contribute to multi-disciplinary meetings as required;
- Work as a core member of the relevant specialist multi-disciplinary teams
- Provide general information and support about cancer and cancer services, signposting patients through the health and social care system and enabling them to make choices that are best for them.
- Work with health professionals across both the primary and secondary care interface

## ANALYTICAL/JUDGEMENTAL SKILLS

- Carries out delegated assessment of patients and their condition and monitors the patient's response to intervention.
- On occasions, the information received may be complicated and made up of several components which require analysis and assessment, however this activity is likely to be supported by the LWBC therapies team.

- Undertake delegated risk assessments providing accurate feedback to the team as necessary e.g. in relation to lone working.
- Recognise the need for further advice, guidance and support as appropriate.

### **PLANNING/ORGANISATIONAL SKILLS**

The post holder will be expected to:

- Support the planning, implementing and evaluating programmes of care for individual patients.
- Work without direct supervision of the registered practitioner in the implementation of programmes of care and evaluate the effectiveness of interventions and feedback appropriately.
- Prioritise own tasks under the appropriate delegation of the registered practitioner.
- Liaise with other providers regarding care provision.

### **PATIENT/CLIENT CARE**

- The role will require daily face to face/telephone with patients and their families/carers.
- To always work within clearly defined accountability framework.
- The post holder will support the implementation of care packages for patients as required
- To demonstrate clinical competence developed through continual professional development, reflective practice and maintain a skills portfolio relevant to the service specification.
- To recognise and appropriately address risk factors to patients/clients and carers within their healthcare setting and feedback appropriately to the registered practitioner
- To report any incidents, untoward incidents, complaints and near misses to self, patients or carers to the appropriate professional within the stated timescales and record these on Datix.
- Help patients to make appropriate choices.
- Help motivate patients

### **POLICY/SERVICE DEVELOPMENT**

- To work to Trust Policies, Procedures and Standard Operating Procedures (SOP).
- To maintain Trust Standards of Clinical Governance.
- To support Professional Standards of Practice.

### **FINANCIAL/PHYSICAL RESOURCES**

- Support the efficient use of resources including maintaining stocks and supplies and ordering equipment & resources as agreed or directed.
- Ensure safe and efficient use of stock and equipment including ensuring equipment is checked appropriately and any defects reported.
- Demonstrate and instruct the use of equipment to ensure safety.

### **HUMAN RESOURCES**

- Supervising, assessing and supporting peers, including bank and agency staff in the clinical area.
- Maintain own professional development and attending training, including all mandatory training to enhance the role within the clinical area.
- Be prepared to share knowledge and experience both formally and informally.
- Take a flexible approach in supporting colleagues during times of caseload pressures.
- Participate in the training and induction of other staff/students as appropriate.
- Participate in supervision and appraisal process, identifying own areas of development, & undertaking relevant activities to meet objectives set in Personal Development Plan.
- Keep a record of own training and development, maintain a portfolio, working to sustain acquired competencies for the post.
- Develop a working knowledge of other providers' resources and referral systems to ensure individual's needs are met, within parameters of practice.
- Engage in reflective practice including management of self and reflection on own reactions, asking questions and reflecting on answers given.
- Demonstrate good understanding of principles of consent and ensure valid consent is obtained prior to undertaking nursing and care procedures.

- Demonstrate good understanding of the Mental Capacity Act / Deprivation of Liberties and applies principles to everyday practice seeking advice / guidance from the Registered Practitioner or registered care professional as required.

### **INFORMATION RESOURCES**

- The post holder will need to be proficient with IT systems to enable patient documentation, audit and access to clinical systems.
- They will take responsibility for accurately recording clinical entries and ensuring databases are inputted in a timely manner.

### **RESEARCH AND DEVELOPMENT**

- The post holder will support the registered team members in collating data and assessments including those relevant to research trials and audit.

### **PHYSICAL SKILLS**

- The post holder requires highly developed keyboard skills, where accuracy is important, but there is no specific requirement for speed.

### **PHYSICAL EFFORT**

- There may be some duties which require lifting, pulling or pushing but these will be carried out according to local risk assessments and utilising correct manual handling techniques as demonstrated in mandatory training workshops.
- Travel will be required to community locations.

### **MENTAL EFFORT**

- Work in an unpredictable pattern when required.
- Read and decipher patient information.
- Frequent episodes of concentration
- Have the ability to communicate with the appropriate response and manner to both patients and carers/family during emotional times.
- Ability to use and concentrate for long periods using IT.

### **EMOTIONAL EFFORT**

- Caring for patients at end of life, chronic conditions and their families, carers and friends. This may include supporting patients, relatives and carers in dealing with emotional circumstances.
- Working with patients with mental health, learning disabilities and challenging behaviour.
- Ability to cope and deal with areas of conflict.
- The post holder may frequently experience exposure to distressing or emotional circumstances.

### **WORKING CONDITIONS**

- Occasional contact with body fluids, infection and unpleasant smells.
- VDU use.

### **OTHER RESPONSIBILITIES**

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

### **DISCLOSURE AND BARRING SERVICE CHECKS**

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

### **GENERAL**

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.



<ul style="list-style-type: none"> <li>• Experience of working directly with patients providing care or treatment interventions in an oncology</li> <li>• Experience of training others in technical skills/life skills</li> </ul>	<p>√</p>	<p>√</p>
<p><b>PERSONAL ATTRIBUTES</b></p> <ul style="list-style-type: none"> <li>• Good communication skills, written and verbal.</li> <li>• Ability to work autonomously.</li> <li>• Ability to work under pressure and with flexibility.</li> <li>• Empathetic and demonstrates patient focus.</li> <li>• Able to manage own emotions and cope in sometimes difficult situations with patients or their relatives.</li> <li>• Basic computer skills.</li> <li>• Understand the need for professional conduct.</li> <li>• Demonstrate understanding of the boundaries of their existing competence and authority levels for delegation of tasks.</li> <li>• Competent listening and observation skills.</li> <li>• Positive interpersonal skills.</li> <li>• Good co-ordination/organization skills.</li> <li>• Ability to work positively and professionally as part of a team.</li> <li>• Able to contribute to the training of other staff/students.</li> <li>• Willingness/commitment to undertake training.</li> <li>• Understands and demonstrates commitment to the Trust's values.</li> </ul>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	
<p><b>OTHER REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</li> <li>• To be willing to work throughout the Trust.</li> <li>• Flexible working reworking in a range of clinical settings and environments and shift patterns.</li> <li>• Able to travel to meet needs of the job</li> <li>• Able to manage the moving and handling duties required of working with patients in various settings.</li> <li>• Dextrous and accurate for therapy and nursing interventions.</li> </ul>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	



		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N			√	
Contact with patients	Y				√
Exposure Prone Procedures	N				
Blood/body fluids	Y		√		
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N		√		
Animals	N				
Cytotoxic drugs	N		√		
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
<b>Other General Hazards/ Risks</b>					
VDU use (> 1 hour daily)	Y				√
Heavy manual handling (>10kg)	Y		√		
Driving					√
Food handling	Y		√		
Night working	N				
Electrical work	N				
Physical Effort	Y				√
Mental Effort	Y				√
Emotional Effort	Y				√
Working in isolation	Y		√		
Challenging behaviour	Y		√		