

**JOB DESCRIPTION**

1. **JOB DETAILS**

**Job Title: Cancer Support Worker**

**Band: 4**

**Reports to: Clinical CNS - Living With and Beyond Cancer**

**Department/Directorate: Cancer Services**

1. **JOB PURPOSE**

Care co-ordination is not one person’s role, job or responsibility. It is the joining up of services, co-ordination, information and communication between care givers, treatment providers, those living with and beyond cancer, and their families that creates a seamless experience of care (NHS Improvement, 2011).

The main purpose of the Cancer Support Worker care co-ordination role is to support those people stratified into level one (supported self-management) to navigate the complex health and social care system during and following completion of cancer treatment.

The Cancer Support Worker will be responsible and accountable for their practice and behaviour under the management of a registered practitioner.

Patients risk stratified into supported self-management care and supported by the Cancer Support Worker will be (Improving Outcomes: A Strategy for Cancer, 2011):

* Supported with personalised care and support ( as per the NHS Long Term Plan);
* 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;
* To practice in accordance with Trust standards and statutory requirements, to operate within the boundaries of the role and assessed competencies, and reporting to a registered practitioner;
* Signpost to appropriate services to support stratification within the Living with and Beyond Cancer Agenda;
* Point of contact for general advice.

1. **DIMENSIONS /KEY WORKING RELATIONS**

**Patients/Relatives**

* Communicate effectively with patients and their families;
* Maintain accurate and contemporary patient records and data sets;
* Act as patient advocate;
* Book appointments and clinics.

**Professionals**

* Effectively communicate with professional colleagues throughout the Trust and across the community sites;
* Ensure the data sets are available within the Trust in a timely manner;
* Attend and contribute to multi-disciplinary meetings across the Trust as required;
* Work within the multi-disciplinary team;
* Give general information and support regarding Cancer Services;
* Give specific site information i.e. sun care.

1. **ORGANISATIONAL CHART**

Lead Cancer Nurse

Lead LWBC Clinical Nurse Specialist

Cancer Support Worker

1. **KEY RESULT AREAS/PRINCIPAL DUTIES**

**Under the management of a registered practitioner:**

**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**

* To 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. 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 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;
* Triage incoming calls 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 referring complex decisions to the team for assessment and review;
* Provide basic telephone advice and refer on or signpost to other sources of support;
* Co-ordinate the necessary assessments, appointments or investigations to fast track people back into the system if required;
* 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;
* Support information prescription delivery; this role may include printing out information prescriptions, assisting people to access emailed information prescriptions, or offering to provide information prescriptions based on the all-cancers information pathway;
* Communicate and signpost to appropriate needs related information;
* Guide people through the use of self-assessment resources;
* Document and monitor all aspects of care co-ordination and service delivery, supporting data collection for audit;

**Co-ordinate care for people with non-complex care needs (Level one – Supported self-management – NCSI risk stratification model)**

* To proactively identify patient and carer needs using knowledge approved tools and procedures to ensure that people get the right support to meet their needs. The role requires use of judgement 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;
* Co-ordinate the care for a defined group of patients assessed by a registered practitioner;
* See inpatients as required.
* Organise and prioritise the designated workload in relation to identified needs;
* Contribute to the holistic needs assessment with supervised care planning and the development of an individual care plan;
* Implement, monitor and review the care plan with the patient and carer, in line with standard operating procedures and protocols, and modify as appropriate;
* Evaluate outcomes to care delivery with the registered practitioner;
* Make pre planned outbound telephone calls to patients to assess ongoing needs to enable a proactive prevention approach;
* Identify indicators of needs or changes in need through telephone contact and respond appropriately;
* Co-facilitate patient group events to ensure equity of information across the patient pathway.
* Co-ordinate the handover with other teams (e.g. FORCE Cancer Support Centre) to facilitate safe and effective transition of care between services in order to provide seamless support for people;
* Act as advocate and facilitator to resolve issues that may be perceived as barriers to care.

**Co-ordinate education and support for people with non-complex care needs (Level one – Supported self-management – NCSI risk stratification model)**

* To co-ordinate access to the right information and educational resources to support people in making decisions about aspects of their own care, enable independence and support self-management as appropriate. Develop a partnership approach to working in order to empower the patient and carers;
* Keep up to date with relevant information and contacts with local services;
* Advise patients on individual self-care management principles and provide consistent planned aftercare to reinforce and further promote this information;
* Coordinate referral and attendance to health and wellbeing clinics and co-facilitate the clinic with a Health Care Professional. Offer appropriate information and signposting;
* Maintains accurate records of referral and attendance in MyCare;
* Encourage and support active and healthy lifestyle choices;
* Support patients and carers to understand what signs, symptoms or situations to be aware of that would indicate concern and referral back to a Clinical Nurse Specialist;
* Educate 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.

**Development of services**

* Planning/inviting/organising Health and Wellbeing events or other supported self-management events such as After Cancer Treatment group work;
* Support and contribute to audit processes, governance, research, clinical research trials and service development;
* Coach patients and carers in the safe use of any equipment to be used at home;
* Develop new patient information, following guidance from the clinical teams;
* Collate relevant resources and development of information packs for patients;
* Support clinical teams in the development and delivery of prehabilitation and rehabilitation programmes within community hospitals.

**Professional development (self and others)**

* Provide general supervision of less experienced staff and support to other Cancer Support Workers and potentially undertake further development;
* Demonstrate self-directed learning, actively seeking role development opportunities to enhance practice, knowledge and role progression;
* Identify personal education needs and skills development with the registered practitioner;
* Carry out some administration duties required by the role;
* Order supplies and equipment;
* Understand that there will be frequent exposure to distressing/highly distressing situations and when to seek appropriate support/advice;
* Demonstrate an awareness of the limits of own practice and knowledge, and when to seek appropriate support/advice.

1. **RESPONSIBILITIES**

The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times. Failure to comply with any of the Trust’s policies may result in disciplinary action up to and including dismissal.

All staff must have an understanding of their responsibilities in relation to being accountable for knowing who is in and has access to their area of work. Staff must recognise the need to challenge appropriately and understand their duty of care relevant to their position within the organisation. Staff must be familiar with and understand the correct reporting process where there has been a potential breech.

**Other responsibilities:**

* To take part in regular performance appraisal (PDR);
* To undertake any training required in order to maintain competency including mandatory training, e.g. manual handling;
* To contribute to and work within a safe working environment.

The post-holder is 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.

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.

**THE TRUST - Vision and Values**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

* Honesty, Openness and Integrity;
* Fairness;
* Inclusion and Collaboration;
* Respect and Dignity.

We recruit competent staff that we support in maintaining and extending their sills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity in line with the appropriate standards.

As users of the Disability Confident Scheme, we operate a Guaranteed Interview Scheme for job applicants with disabilities. If you let us know, when you apply, that you would like to use this scheme we will guarantee you an interview, if you meet the essential criteria listed in the person specification section of the job description.

We will also make any reasonable adjustments you require to our selection process. Please let us know what you need.

**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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks.

For help to quit, please contact your specialist Stop Smoking Advisor on 01392 406133.



**PERSON SPECIFICATION**

**Post: Cancer Support Worker**

**Band: 4**

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| **REQUIREMENTS** | **At recruitment\*** | **At PDR\*** |
| **QUALIFICATIONS/TRAINING**  GCSE English Language and Mathematics (Grades A-C) or equivalent | E | E |
| NVQ 3/4 plus additional training to diploma or equivalent | E | E |
| Evidence of continued role development | E | E |
| Willingness to undertake learning and development courses | E | E |
| **KNOWLEDGE/SKILLS**  Demonstrate relevant health or social care experience | E | E |
| Evidence of good communication skills | E | E |
| Understand patient-centred care | E | E |
| Understanding of health and social care environment | E | E |
| Understanding of Living with and Beyond Cancer | D | E |
| Awareness of Improving Outcomes: A Strategy for Cancer and other national cancer policies | D | E |
| Knowledge of relevant cancer treatments, interventions and terminology | D | E |
| Effective organisational skills | E | E |
| Good observation skills | E | E |
| Practical problem solving skills | E | E |
| Ability to show empathy and understand the difficulties faced by people affected by cancer | E | E |
| Ability to talk sensitively about information needs | E | E |
| Ability to prioritise own workload | E | E |
| Ability to retrieve information from a wide range of sources and in different formats | E | E |
| Able to deal with complex and difficult situations | E | E |
| Able to use own initiative | E | E |
| Ability to communicate both verbally and non-verbally on a daily basis with people of all levels | E | E |
| Able to work in a team | E | E |
| Ability to motivate self and others | E | E |
| **EXPERIENCE**  Experience of multi-professional working | E | E |
| Experience in the use of data management | E | E |
| Experience of supporting/teaching patients and carers | E | E |
| Experience in co-ordinating a patient workload | D | E |
| **PERSONAL ATTRIBUTES**  IT skills | E | E |
| Flexible attitude to working | E | E |
| Accurate written communication information | E | E |
| Proactive and takes responsibility | E | E |
| Willing to learn and open to change | E | E |
| Remain calm, confident and objective throughout the working day despite being exposed to patients who have received bad news | E | E |
| Recognise own limitations | E | E |
| Contribute to discussions both within and external to the Trust in a mature professional and confident manner | E | E |
| **OTHER REQUIREMENTS**  European Computer Driving Licence or equivalent | D | D |
| Able to travel as required to meetings off site | E | E |
| Supporting employee health and wellbeing\*\* | E | E |

\* Essential/Desirable

\*\* Applicable to all Line Managers only

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| HAZARDS – Updated 31 May 2013 | | | | | |
| Laboratory Specimens |  | Clinical contact with patients | ✓ | Dealing with violence & aggression of patients/relatives |  |
| Blood/body fluids |  | Dusty environment |  | VDU use (occasional) | ✓ |
| Radiation/lasers |  | Challenging behaviour | ✓ | Manual handling | ✓ |
| Solvents |  | Driving |  | Noise/vibration |  |
| Respiratory sensitisers |  | Food handling |  | Working in isolation |  |
| Cytotoxic drugs |  | Electrical work |  | Night working |  |