

JOB DESCRIPTION

JOB DETAILS	
Job Title	Cancer Information Support Manager
Reports to	Cancer Information Manager
Band	Band 7
Department/Directorate	Cancer Services / Cancer and Elective

JOB PURPOSE
The post holder will be a key member of the Cancer Services Management Team and will provide essential managerial support and leadership to the Cancer Audit Facilitator teams in order to: • Provide effective day-to-day operational management of the services • Ensure National Cancer Waiting Times and Cancer Outcomes and Services data sets are submitted on time and to a high quality. • Ensure submission to national cancer audits is timely and to a high quality. • Ensure appropriate governance management of national cancer audits is in place. • Ensure accurate reporting of national & local targets in relation to cancer, preparing routine and ad-hoc reports on behalf of the Cancer Services for internal purposes and external agencies • Development of service plans and projects and change initiatives as required to ensure the service is delivered effectively. • Manage the business activities in accordance with Trust policies and within allocated resources. • Continuously develop the most effective, efficient and cost-effective structure for the future delivery of those services with the involvement of clinicians, professionals and commissioners. • To take a proactive role in continuous improvement of services. • To be a budget signatory for pay and non-pay budgets, including procurement of capital equipment (with Trust delegated limits). The post holder will maintain up to date knowledge and understanding of Cancer Waiting Times guidance and standards, in order to provide expert leadership and guidance to the Cancer Audit Facilitator team and teams across the trust. The post-holder will provide Trustwide advice and expertise for cancer pathway and information management within Epic and other information systems within the Trust. They will prepare and present complex statistical concepts clearly, developing formal statistical presentations to convey performance and forecasts. They will communicate effectively with both internal and external stakeholders at varying levels of expertise and responsibility; attending and presenting to Trust meetings, where required. The post-holder will manage the collection and validation of external data requests from the Peninsula Cancer Alliance, NHS England or via Freedom of Information requests, where these relate to cancer activity. The post holder may be required to deputise for the Cancer Information Manager, representing Cancer Services at internal and external meetings.
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
The key areas of responsibility are; • Responsible, for the effective day to day running, and performance, of the Cancer Audit Facilitator team, including leadership and management, scheduling of work and demand and capacity management. • Ensure National Cancer Waiting Times and Cancer Outcomes and Services data sets are submitted on time and to a high quality. • Ensure submission to national cancer audits is timely and to a high quality. • Ensure appropriate structures are in place to monitor and improve data quality in cancer information systems.

- Ensure accurate reporting of national & local targets in relation to cancer, preparing routine and ad-hoc reports on behalf of the Cancer Services for internal purposes and external agencies.
- Be the responsible budget holder for a specified group of services within Cancer Services Programme.
- Assist in the creating and monitoring of service and site policies and procedures.
- Acquire and maintain expert system knowledge in Cancer Outcomes and Services Dataset.
- Provide routine and adhoc information to clinicians and operational managers as required.
- Ensure system and knowledge training relating to the structure and recording of Cancer Outcomes and Services Dataset is in place for Cancer Audit Facilitators and Clinicians across the trust.
- Deputise for the Cancer Information Manager as required.

KEY WORKING RELATIONSHIPS

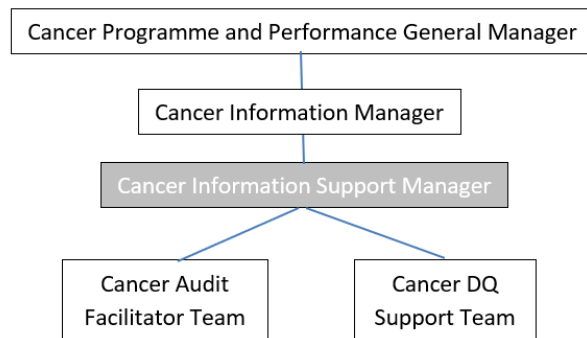
Areas of Responsibility:

- To lead and work with staff – clinical and non-clinical - of all levels, more particularly those within the services managed, on a day to day basis.
- To develop and maintain effective communication and engagement with other staff within Cancer Services out with the Care Groups, corporate teams and their staff to ensure a co-ordinated approach to service development, transformation and delivery.
- To work closely with corporate service departments, including Finance, Business Intelligence, Digital Services and People to ensure accurate reporting of service performance and that remedial action is taken to improve performance where necessary.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Chief Operating Officer • Trust Directors of Operations • Trust Medical Directors • Trust Directors of Nursing • Care Group Director(s) • Care Group Associate Director(s) • Care Group Medical Director(s) • Care Group Associate Director(s) of Nursing & AHPs • Care Group General Managers • Heads of Services • Service Leads (Clinical & Non-Clinical) • Own & other services, units, wards & teams • Multidisciplinary teams • Executive Directors • Corporate Teams	• CQC • Commissioners/ICS • Primary Care Teams • Other Trusts in local economy • NHS England • Peninsula Cancer Alliance • National Disease Registry • National Cancer Audit Collaborating Centre (NATCAN) • Cancer Charities • Public & Patient Involvement Fora • National Representative Bodies • Public & Patient Engagement Groups • Voluntary organisations

STRUCTURE



FREEDOM TO ACT

- This post holder will work independently, guided by broad occupational policies and Trust policy and procedures, to support the delivery of cancer outcome and services data, cancer audits and data quality in cancer systems on Epic, seeking support and direction from the Cancer Information Manager and Cancer Services Senior Management Team.
- The postholder will maintain and develop standardised cancer outcome and services data collection across the Trust, producing policies/guidance, providing mentoring and training for teams where required based on interpretations of national guidance and local best practice
- Represent the Trust and its services within external forums such as open day events, and external presentations.
- Provide expert advice on the delivery and monitoring of Trust Cancer Performance; leading programmes of work across the Trust level to support Service Managers, Clinical Leads and key stakeholders to sustainably achieve Cancer Waiting Times.

COMMUNICATION/RELATIONSHIP SKILLS

- Contribute to effective communication channels to ensure all staff are aware of the aims and business of the service and Trust as relevant to the role. Create an environment which allows open communication at all levels amongst all staff. Ensure application of principles of Investors in People and Trust values.
- Ensure an open, engaged & performance driven culture within the services managed.
- Contribute to the development of effective channels of communication and working relationships with officers of organisations outside the Trust, e.g. NDRS, NATCAN, ICB, PCA, other local acute Trusts and Networks.
- Work with local agencies in order to support improvements in service provision and best practice within the speciality(ies)/service(s) managed.
- As part of service management, they may be required to have complex conversations across a range of roles regarding performance, financial, or HR matters
- Daily interaction with wider team and service leads
- Regular interaction with senior organisation colleagues and external working relationships
- Provide and receive highly complex, sensitive or contentious information where agreement or cooperation needs to be achieved and there may be significant barriers to acceptance
- Engage persuasion, motivational, negotiating and training skills as required
- Establish and maintain appropriate links with professionals in the health care community involved in developments that affect the services
- Respond to Freedom of Information requests in an accurate and timely manner.
- Produce and present highly complex information in a manner that is applicable, and in an understandable format, to all levels & disciplines within services managed.
- Ensure mechanisms are in place that facilitate open discussion leading to sound, co-ordinated management of services & operational areas within Cancer Services.
- Attend regional and national meetings related to work and projects, feedback relevant information to Cancer Services senior management team and disseminating into Trust practice.

ANALYTICAL/JUDGEMENTAL SKILLS

- As part of service management, the individual will be required to make judgements and recommendations on complex facts requiring interpretation and comparing options.

- The individual will be required to apply sound judgement on a range of facts requiring analysis and comparison on a daily basis, as part of service management and leadership. They will be required to support service leads and junior administrative colleagues in these processes also.
- For decisions requiring complex analytical skills they will be empowered to make judgements, supported by their clinical leads and senior management.
- Identify shortfalls in service delivery and provide solutions
- Prepare and present business plans and recommend options for improvement.
- Develops a comprehensive work plan taking into account a comparison of a range of options and evaluation process. Identifies opportunities for development.
- Provide, receive and interpret highly complex information regarding local and national performance in COSD.
- Manage the validation and submission of the monthly National Cancer Waiting Times Dataset and Cancer Outcomes and Services Dataset.
- Monitor complex analysis tools to monitor and continuously improve data quality in Cancer datasets.
- Provide Trustwide expertise on the collation and application of the Cancer Outcomes and Services Dataset.
- Interpret, analyse and compare ranges of highly complex datasets enabling service delivery decisions to be made.
- Use of national datasets and local data to build forecasts and trajectories for performance.
- Support with the investigations of incidents, complaints and claims where required.

PLANNING/ORGANISATIONAL SKILLS

Leadership/Management

- Contribute to the service strategy and operational work plan in Cancer Services in conjunction with the Cancer Services Senior Leadership Team. This will include developing the strategy into an operational work plan.
- As part of the Cancer Services management team, contribute to the planning and formulation of the Trust cancer strategies ensuring the Trust vision, strategy and values are realised.
- Working with the Cancer Services Senior Leadership Team to ensure the services managed have robust, and tested, Business Continuity Plans that comply with national requirements and that consider the needs of the patients, service and Trust.
- Deliver outputs within agreed time frames.

Performance Management

- Support the Cancer Information Manager to organise the structure and work patterns of the services in order to ensure well defined line management and efficient and appropriate use of staff.
- Monitor service delivery and related standards including the review of complex data/spread sheets and act to ensure that performance targets for quality and volume are met.

PATIENT/CLIENT CARE

- Contact with patients is incidental.

POLICY/SERVICE DEVELOPMENT

- Create and contribute to an open environment which promotes innovation and a positive approach to service development and improvement.
- Continuously support the development of the most efficient and cost-effective structure for the future delivery of services.
- Participate in, contribute to and where necessary lead, internal and external service improvement programmes including projects arising from the Success Regime workstreams.
- Share the vision for modernisation and improvement of a high quality and cost-effective service to staff, patients and public.
- Wherever possible and appropriate, seek the involvement of users in service planning and monitoring.
- To contribute to the delivery of the Service Annual Business Plan and development of the Service Strategic Plan
- Develop and foster good relationships with clinical colleagues to ensure that activity and quality targets are achieved, having regard for Trust policies and procedures, and develop action plans to manage any variances
- Contribute to the development of procedures and practices for managing cancer pathway information across all specialties and care groups including:
 - Upholding and developing the Trust's Cancer Services Operational Policy so that it meets national standards.
 - Interpreting policies for day-to-day operational processes and ensures that staff adhere to them.
 - Liaising with external organisations to ensure best practice is being shared and adopted while benchmarking performance regionally and nationally.

- Producing documentation and guidance on the use of the Cancer Waiting Times Information system.
 - Maintaining, developing and communicating standardised cancer patient tracking practices across the Trust.
- Support the development of a culture within the Cancer Services Programme Team where safety, quality and excellence are consistently delivered.
- Support the development of Cancer data systems in Epic, and participate in the One Devon Connect programme to ensure cancer systems are considered in system build.

FINANCIAL/PHYSICAL RESOURCES

- Contribute to the management of the financial and physical resources within services.
- Delegated budget holder for a specified group of services within Cancer Services.
- Identify revenue shortfalls and provide and implement business solutions.
- Support in the planning and implementation of capital schemes within specified services.
- Ensure the delivery of services agreed with purchasers within the financial constraints.
- Work to deliver against agreed financial targets and plans.
- Work to ensure that service agreements or amendments are being negotiated to ensure the best outcomes for patients and the Trust.
- Operate within the Trust's Standing Orders, Standing Financial Instructions and Scheme of Delegation (delegated authority limit).

HUMAN RESOURCES

- Line management of individuals and teams within Cancer Data Quality and Cancer Audit Facilitator teams.
- Support effective recruitment & selection of staff
- Contribute to the service workforce planning activity
- Maintain and improve briefing and consultative communication systems so that they involve and support staff
- Ensure that Trust policies are adhered to in relation to recruitment, selection and development of all staff within the specialty including PDRs, mandatory training, absence management, disciplinary and grievance procedures
- Proactively and positively contribute to the achievement of objectives through individual and team effort
- In partnership with colleagues and partner organisations actively exchange ideas, good practice and innovation to achieve better quality and value for money services across the Trust
- Apply Trust HR policies and practices for staff e.g. Equal Opportunities, recruitment/selection, employee relations, individual performance reviews etc
- Uphold the Trust Values by demonstrating them in your day to day work and recognising staff who uphold them in their interactions with other staff, patients and service users.
- Support with the training of new staff as required.
- Provide specialist advice and ad-hoc training and mentoring for Trust-wide teams on cancer patient tracking processes and management of patient tracking lists.
- Support an open environment which promotes innovation and a positive approach to service development.

INFORMATION RESOURCES

- Support with the collation and presentation of service data including the creation of statistical reports
- Analyse service data relevant to operational planning and performance monitoring
- Justify and apply for the modification of systems, including EPIC, and processes to ensure information recording within services is accurate and reflective of service activity
- Use software including EPIC to develop performance management reports, presentations and written communications.
- Provide the performance information for the services which contributes to the service reporting structure.
- Produce regular reports on the specified services' financial and contracting performance
- Ensure national cancer data submissions are delivered on time and to the required standard.
- Use standard software and EPIC reporting tools to analyse cancer performance.
- Daily use of EPIC tools – dashboards, work queues, waiting lists and reports – to analyse complex activity data ensuring service performance is in line with national targets, reporting adverse variance at Cancer Services and Trust wide meetings.

RESEARCH AND DEVELOPMENT

- Monitor compliance with audits undertaken by external bodies such as Model Hospital, GiRFT, and CQC
- Support service leads as required in audit processes, and potential presentation of results

- Ensure compliance with Trust Research Governance policies
- Wherever possible and appropriate, seek the involvement of service users in service planning and monitoring.
- Undertake monthly and ad hoc surveys relating to service delivery across all tumour sites and collate results into reports; responding to routine reporting requirements and adhoc requests from clinical and operational teams.
- Act upon findings of internal or external audits to continuously improve the quality of the service
- Develop and establish robust monitoring and evaluation systems for measuring the impact and outcomes of service change. Also producing, ad-hoc reporting, forecasting and trajectories on Trust cancer performance information.
- Maintain knowledge and understanding of key performance indicators, regional developments and the National context for cancer delivery and strategy.
- Co-ordinate appropriate reviews and produce action plans for all relevant National Guidance and Policies.

PHYSICAL SKILLS

- Advanced keyboard skills are required, with additional ability to operate and interact with a number of complex systems at the same time
- Use of Microsoft applications.

PHYSICAL EFFORT

- Daily use of technology including computer, laptop, iPad and mobile phone.
- Desk/chair based for the large sections of the day.
- Ability to lift and carry IT or training equipment on occasional basis
- Ability to travel between multiple Trust sites.

MENTAL EFFORT

- Frequent requirement for concentration on complex data analysis, producing statistical information and writing reports to challenging timeframes.
- Participation in or chairing face to face & MS Teams meetings on a frequent basis.
- Ability to concentrate for long periods of time.
- Analysis and interpretation of complex data sets to inform decision making.

EMOTIONAL EFFORT

- Occasional exposure to challenging and emotional circumstances when having to impart unwelcome news, this may be as a result of complaints or incident investigation, performance or disciplinary hearings.
- Frequent investigation of cancer patient tracking, involving reading and analysing patient medical records.

WORKING CONDITIONS

- Use of a computer for large part of the working day; attending meetings throughout the working week with occasional offsite travel.

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 yourself 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.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

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.

PERSON SPECIFICATION

Job Title	Cancer Information Support Manager
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Post-graduate diploma or equivalent demonstrable experience in a relevant area. Evidence of continued professional and personal development.	✓ ✓	
KNOWLEDGE/SKILLS Evidence of experience of working in a managerial role within the NHS. Recent policy development in the NHS, particularly where this relates to Cancer Service delivery Understanding of the NHS modernisation agenda, the changing commissioning environment and its potential impact within the acute sector Innovative, able to problem solve and make decisions Ability to influence and negotiate Excellent analytical skills with the ability to analyse, disseminate and present complex information, written and verbal. Advanced keyboard skills and ability to operate and interact with a number of complex systems at the same time. Expert knowledge of Cancer Waiting Times and Cancer Outcomes and Services Data Set. The ability to interpret National guidance and translate for Trustwide use.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
EXPERIENCE Proven experience, and ability, in managing and developing health information systems. Demonstrable experience of management of team and financial responsibility Experience of leading service change projects Ability to manage competing demands and prioritising workload accordingly Experience in waiting list management and capacity planning Experience of practical analysis of large complex datasets, forecasting, demand and capacity planning. Experience of working collaboratively across agencies and organisations to facilitate successful partnership working. Experience of coaching/mentoring/supervising/ line management of staff.	✓ ✓ ✓ ✓ ✓ ✓ ✓	
PERSONAL ATTRIBUTES Excellent organisational and time management skills. Remain calm in stressful situations High level of self-awareness and openness to self-improvement	✓ ✓ ✓	

Awareness of diversity and equality issues within the NHS	✓	
Good persuasive and conflict resolution skills.	✓	
The ability to cope with ambiguity and perform through uncertainty.	✓	
The ability to build successful relationships within organisations.	✓	
Exemplary personal integrity and standards of conduct and behaviour.	✓	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	✓	
Flexible to the requirements of the role	✓	
Ability to travel to other locations as required.	✓	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
Risks requiring Other Health Surveillance					
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y	X			
Mental Effort	Y				X
Emotional Effort	Y				X
Working in isolation	N				
Challenging behaviour	Y		X		