

Job Information

	Job Title:	Prostate Cancer UK Support Worker
	Directorate	Urology
	AfC Band:	4
	Accountable to:	Directorate Manager Urology & General Surgery
	Reports to:	Lead Urology CNS
	Base Location:	<add location>

Job Summary**RESPONSIBLE FOR**

The post holder will be an integral part of the urology team, to assist, support and co-ordinate the pathway for patients entering remote monitoring follow up for prostate cancer.

The purpose of the role is to work independently, but under the guidance and supervision of a registered practitioner within the urology team, to support and co-ordinate patients who are on a remote monitoring follow up for prostate cancer.

To be able access resources and services which help them with effective recovery and rehabilitation post diagnosis and treatment.

The post holder will also act as a first point of contact for patients on the project and will be able to sign post patients to appropriate support or deal with issues that patients present with as part of their role.

The successful applicant will ensure the efficient channelling and close co-ordination of the patient pathway, ensuring robust communication between patients, CNS's, medical staff, and other disciplines within the community as well as the co-ordinating research site for the project.

A key aspect of the role is to co-ordinate and manages the 'Self-Management Workshops' which are provided to for patients as they complete their treatment.

ROLE SUMMARY

- Co-ordination of patient care for prostate cancer patients on remote monitoring follow up.
- To act as a single point of access to patients on self-managed follow up pathways.
- To support and co-ordinate the needs of patients on patient triggered follow up pathways, using own judgement and initiative, escalating to the relevant practitioner.
- Support and co-ordination of remote surveillance for patients on self-managed follow up to ensure risk free survivorship.
- Co-ordinate access to personalised information and education resources for patients and their carers'.
- To co-ordinate and support access to, and the delivery of self-management programmes for patients and their carers'.
- Ensure the delivery of patient care is of the highest standard and those patients and their families are treated with dignity and respect.

Key responsibilities

DUTIES AND RESPONSIBILITIES

Study co ordination

- Work in conjunction with a registered practitioner to co-ordinate and manage the study.
- To assist in achieving the study targets by identifying patients' eligible for the study, according to pre-defined protocols, prior to their attendance at clinic.
- To introduce patients to the study in the clinic setting and complete all necessary, associated paperwork required.
- To liaise with the study centre on a weekly basis regarding newly introduced patients and forward all necessary paperwork.
- To maintain the study 'site file' and keep up to date with any changes.
- Robust record keeping and data collection – registration of patients on relevant database ensuring all patient information, both clinical and personal is accurately recorded.

Co Ordination of Care

1.To Act as a single point of access to patients who are on self-managed follow up pathways

- Triage incoming calls from patients using protocols and initiate appropriate response based on appropriate tools and procedures.
- Co-ordinate the necessary assessments, investigations and appointments to fast track patients back into clinic for specialist review.
- Be able to refer and sign post patients to the clinical team as appropriate for complex decisions
- Provide basic telephone advice where appropriate and sign post to other sources of support.
- Monitor, audit and report on response times for access to patients to access specialist review when deemed necessary.

2. Proactively support and co-ordinate the overall needs of patients on a patient triggered pathway, using own judgement and escalating to the relevant practitioner as necessary.

- Contribute to the holistic needs assessment, care plan and review in line with practitioner guidance, protocols and procedures.
- Evaluate outcomes of care support with the registered practitioner.
- Make pre planned outbound telephone calls to patients under the guidance of the registered practitioner.
- Co-ordinate transitions of care between service teams or interfaces of care eg primary and secondary care, at the point of commencing self-managed follow up, at treatment end or when a change to the follow up mode occurs.

3. Support and co-ordination of remote surveillance for patients on self-managed follow up to ensure risk free survivorship.

- Communicate effectively with relevant MDT's and clinical teams to ensure that all potentially eligible patients for remote follow up are identified for co-ordinated support as assessed by health professionals.
- Be responsible for regular monitoring, auditing and reporting of compliance with remote surveillance pathways in line with governance protocols.
- Contribute to clinical/IT team review of implementation issues of the remote monitoring

system and support and contribute to problem identification and resolution.

Co-ordination and support for the development, delivery and evaluation of tailored information and self-management education.

1. Co-ordinate access to personalised information and education resources for patients and their carers', on remote follow up pathways.

- Support information prescription delivery in consultation with health professionals and according to any agreed information pathways.
- Sign post patients to a range of agreed information and support resources.
- Collaborate and work closely with local providers of validated, high quality resources, user groups- Macmillan Cancer Information and Support Centre, S Helens Prostate Cancer Support Group, Lyndale Cancer support Centre and other registered providers.
- Evaluate the range of channels used to provide information resources and review with all stakeholders the need for further developments.
- Undertake focused mapping of the range of information and education support resources available in the local health and social care sectors.
- Be responsible for the ordering of supplies and equipment relating to this function on behalf of the budget holder.

2. Co-ordinate and support access to and delivery of self-managed programmes for patients and their carers'.

- Support the planning and delivery of self-managed workshops in collaboration with the relevant clinical teams, including agreed annual timetable for workshop provision, organising venues, supporting recruitment and communication with patients and supporting the delivery and evaluation of events.
- Support the planning, delivery and evaluation of Health and Wellbeing events in collaboration with clinical teams, users and user groups and the wide range of key stakeholders in the Trust and community setting.
- Provide an annual report on the outputs and outcomes of self-management interventions and resources provided and accessed. Include types of events, registrations and non-attenders, time period of patients into remote monitoring and patient evaluations and need for future developments.
- Be responsible for the ordering of supplies and equipment related to this area on behalf of the budget holder.

Clinical –

- Act as a credible role model for the Directorate that will involve a clinical commitment.
- Motivated individual, committed to the role
- To develop effective working relationships with the MDT to enhance the care and management of patients
- To ensure that professional advice is provided to patients using the expertise of CNS' and medical staff as appropriate.

Patient Safety –

- To ensure that national, local and Trust standards of best practice and quality are adhered to.
- To ensure that high standards of documentation and care planning for patients are maintained.
- To ensure that Trust research protocols are followed.

Patient Experience –

- Promote and maintain a patient centred service delivery.
- Maintaining effective channels to obtain views and concerns of service users and to take action.
- Ensuring that the patient experience remains the focal point for service improvement.
- Assist in patient experience audits in the future.

Management -

- The management of day to day workload of patients under the supervision of a registered nurse.

CLINICAL GOVERNANCE

- Adherence to Clinical Governance policies and procedures set out by the Trust.
- Ensure that accidents and incidents are reported appropriately within agreed time frames following agreed policies and procedures.

COMMUNICATION –

- To develop and maintain effective working relationships with clinicians, managers and other within the department and Trust wide.
- Act as the first point of contact for all patients involved in the PCUK study- facilitating communication and information flows, resolving enquiries and initiating and responding to correspondence.
- Liaison with patients, GP's, and engagement with local Macmillan Cancer Information and Support Centre and other key voluntary sector and community stakeholders.
- Providing a point of patient access including rapid re-entry into 'standard' secondary care follow up for those people identified as having urgent or specialist needs.
- Triage incoming calls, using risk assessment frameworks and initiate appropriate responses according to protocols and pathways.
- Identification of and liaison with the CNS's regarding patients with non-routine, complex needs and the need for assessment/review.
- Provide basic telephone advice and refer on or sign post to other sources of support.
- Co-ordinate/act independently to make OPD appointments for those patients with complex needs or abnormal results, to fast track patients back into the system as required.
- To respond appropriately if sudden deterioration in patients condition on remote monitoring, by alerting other members of the team.
- Demonstrate an awareness of limits of practice and seek appropriate support and guidance.

INFORMATION GOVERNANCE

- To be fully aware of and committed to all Policies, Procedures and Initiatives relating to Information Governance – this will include, but not limited to, Data Quality improvements, Confidentiality and Information Security.
- To take personal responsibility for safeguarding and ensuring the quality of information.

AUDIT/RESEARCH – To ensure that the Trust delivers high standards of patient care using evidence based practice and research.

- Support the CNS's and wider team to assess, monitor and evaluate patient care through the use of standards and audit and assist in the provision of remedial action where deficits are identified.

EDUCATION

- Ensure that health education is provided to patients to a high standard, based on current research and developments.
- Identify personal education needs and skills development with the CNS/registered practitioner.
- Take responsibility for own personal education, keeping up to date with changes to practice to ensure the highest possible standards of work.
- Review own work against KSF outline and identify, through appraisal, the activities to be undertaken to support learning and development.
- Actively take part in learning activities and maintain a record of this in a personal portfolio in order to enhance professional development to obtain the required skills to meet the needs of the post.
- Maintain own personal and professional growth, keeping up to date with new ways of working and future developments.
- Participate in Trust wide professional development programmes.

BEHAVIOUR

The post holder will be expected to:

- Support the mission, vision and values of the Trust
- Act with honesty and integrity at all times
- Be a positive ambassador for the Trust
- Demonstrate high standards of personal conduct
- Value and respect colleagues, other members of staff and patients
- Work with others to develop and improve our services
- Uphold the Trust's commitment to equality and diversity
- Take personal responsibility for their works, deed and actions and the quality of the service they deliver

Clinical Governance / Quality

- Demonstrate in practice the Macmillan Human Rights Standards For Cancer Care.
- Co-ordinate patient questionnaires/surveys.
- Adherence to child protection and safeguarding vulnerable adult protocols within clinical practice. Comply with all relevant legislation, policies and procedures.
- Use and maintain resources efficiently and effectively.

Equality and Diversity

- Maintain an up to date knowledge of the parameters of legislation and Trust policies and procedures relating to equality and diversity.
- Treat everybody equally with dignity and respect
- Acknowledge others different perspectives
- Recognise peoples differences and do not discriminate
- Report behaviour that undermines equality and diversity.

Infection Prevention & Control

- All staff will adhere to infection control policies and procedures at all times and carry out role specific duties as per roles and responsibilities.

Confidentiality

- Confidentiality/Data Protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours). All staff should ensure that they are familiar with and adhere to all Trust privacy, confidentiality and security policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action taken.

Freedom of Information
<ul style="list-style-type: none"> In accordance with Freedom of Information and other associated legislation, the Trust may be required to make public recorded information available upon a request, or do this as part of a publication scheme. Please note, that in your public role, your name or job role may be contained in a document that is published in accordance with such legislation.
Health and Safety
<ul style="list-style-type: none"> All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with the Trust in meeting its statutory requirements. Responsible for Health & Safety in areas managed, promoting a safe environment for staff and visitors. Maintain safe systems of work, standard operating procedures and risk assessments for area of responsibility. Correctly and safely use equipment and physical environment. Attend all aspects of mandatory training. Ensure adverse occurrences are recorded and reported via the Trust incident reporting system in a timely manner. Conform to health, safety and security legislation, policies, procedures and guidelines. Arrange repair/replacement of office equipment where necessary.
Safeguarding Children and Vulnerable Adults
<ul style="list-style-type: none"> All trust employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults. Familiarisation with and adherence to trust Safeguarding policies is an essential requirement of all employees, as is participation in related mandatory/statutory training.
IT Skills
<ul style="list-style-type: none"> All staff are expected to have or to gain a minimum of basic level IT skills to enable them to use the Trust IT systems to support Trust services and needs. All staff should be familiar

with relevant IT systems and security policies and procedures.
Records Management
<ul style="list-style-type: none"> All staff are personally responsible for record keeping. A record is anything that contains information in any medium e.g. paper, tapes, computer information, etc. which have been created or gathered as a result of any NHS activity. All individuals within the Trust are responsible for any records they create or use. Please ensure that records are retained in accordance with the Records Management Policy and are stored in a manner that allows them to be easily located in the event of a Freedom of Information (FOI) request.
Information Quality
<ul style="list-style-type: none"> All staff must ensure complete and accurate data is collected to the highest standard at all times. Data collection should be supported by adequate documentation and processes should be regularly reviewed. Staff should ensure that processes conform to national standards and are fit for purpose. All staff should comply with the Information Quality Policy.
Clinical Responsibility
Not applicable
Administration Responsibility
Not applicable
HR Management
Not applicable
Financial Responsibility
Not applicable
Change of Job Description
The duties outlined above are not intended to be exhaustive and may change as the needs of the

department alter in line with current agendas. This job description will be subject to periodic review and amendment in accordance with the needs of the Trust.

Person Specification

Job Title:	Prostate Cancer UK Support Worker
AfC Band:	4

Person Specification				
	Qualifications	Essential	Desirable	Assessment
1	EDUCATION & QUALIFICATIONS <ul style="list-style-type: none"> • Good general education • GCSE mathematics and English • ECDL or equivalent experience • Higher level qualification or equivalent experience • Evidence of continued role development • Willing to undertake further learning and development courses • Basic counselling 	E E E E E	 D D	Application Form/Interview/References
	Experience	Essential	Desirable	Assessment
2	KNOWLEDGE & SKILLS <ul style="list-style-type: none"> • Relevant Health or Social Care experience 	E		Application form/Interview/References

	<p>work without supervision.</p> <ul style="list-style-type: none"> • Ability to learn and assimilate information quickly • Able to prioritise work and work of others. • Proven ability to work to deadlines, prioritise and multi-task. • Possess excellent communication skills • Ability to establish relationships. • Good interpersonal skills • Effective organisation skills • Ability to communicate both verbally and non-verbally on a daily basis with people of all levels • Good observation skills. • Practical problem solving • Previous experience in audit/research 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>		w/References
4	<p>OTHER</p> <ul style="list-style-type: none"> • Ability to work flexibly dependant on the needs of the service • Prepared to work across different hospital sites • Tactful and diplomatic, with the ability to sensitively gain information. 	<p>E</p> <p>E</p> <p>E</p>	D	Application form/interview/references

	<ul style="list-style-type: none">• Ability to retrieve information from a wide range of sources and in different formats.	E		
	<ul style="list-style-type: none">• Demonstrate enthusiasm	E		