

Job Description

JOB TITLE	Lymphoedema Support Worker
GRADE	Band 2
REPORTS TO	Lead Therapist
ACCOUNTABLE TO	Lead Clinical Specialist Therapist Lymphoedema
DEPARTMENT	Lymphoedema
DIVISION	Cancer Business Unit
DATE	April 2023

JOB PURPOSE

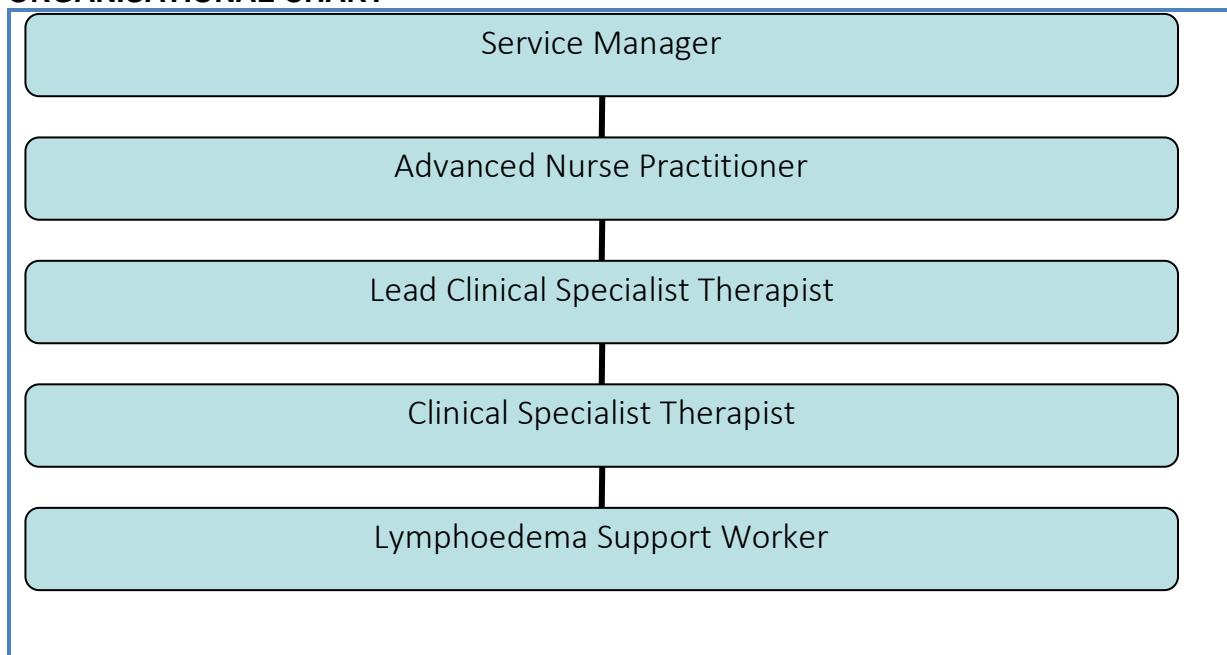
To work as part of the multidisciplinary team within the lymphoedema service. To contribute to a friendly, and welcoming clinical environment for patients and visitors.

The main elements of the role are:

To assist the clinical team in providing direct and individualised patient care and support.

To provide administrative support to the clinical team by ordering and posting requested lymphoedema garments and maintaining stock levels within the clinic.

ORGANISATIONAL CHART



KEY RELATIONSHIPS

Internal

- The Lymphoedema Support Worker will be part of the larger, multidisciplinary team with the lymphoedema service working with members of the medical team; therapy team; support team; and administrative and clerical team.
- The post holder will also have key relationships with the post room and procurement.

External

- The post holder will communicate regularly with patients, their relatives and carers.

KEY RESULT AREAS

- To be responsible for the care and comfort of the patient whilst they are in the Lymphoedema Department respecting their privacy, dignity and religious and cultural beliefs.
- To assist with direct patient care, such as manual handling (including hoisting); toileting and hygiene.
- To act as patient chaperone as needed.
- To assist members of the clinical team when performing procedures such as wound care and bandaging e.g. removing bandages and washing the limb.
- To perform patient measurements such as height, weight, BMI and perometer measurements.
- To complete clear and precise documentation of patient records.
- To order lymphoedema hosiery and other garments requested by clinical staff and plan how these are appropriately dispatched e.g. posted or fitted in clinic.
- To ensure that all information records are fully and accurately completed, including Trust (PAS) systems.
- To order and maintain stock levels within the lymphoedema clinic.
- To be familiar with specific routine departmental procedures to facilitate the smooth running of the service.
- To ensure appropriate tidiness, cleanliness and efficiency in maintained in the work area.
- To provide support to the administrative and clerical team as needed.
- To assist in the training of new support staff, enabling them to become fully conversant with the duties applicable to them.
- To follow policies and protocols as defined by the local work area, Imaging Department and Trust, eg. Health & Safety and COSHH policies
- This is an evolving post and it is therefore expected that the role will change with time. However, any significant changes to the role will be made following discussion between the post-holder and the Management team.

PERSON SPECIFICATION – FOR RECRUITMENT PURPOSES

	Essential	Desirable
Education, Training and Qualifications CPD Requirements	A good, basic education at GCSE level or equivalent.	
Experience & Knowledge	A good standard of IT skills.	Previous NHS experience. Previous experience in a caring role. Previous administrative experience.
Skills and Ability	Able to manage own workload and prioritise tasks.	
Communications and interpersonal skills	Able to communicate clearly to patients, relatives, carers, members of the multidisciplinary team and external agencies.	
Values and Behaviours	Demonstrates a caring attitude.	
Other requirements	Physically able to assist with manual handling and basic patient care.	

Person Specification

Communication and relationship skills (include internal/external contacts)

- Able to communicate clearly and concisely.
- Able to make adjustments when faced with communication barriers.
- Able to respond appropriately to patient and carer's needs.
- Demonstrates a caring attitude to all patients, relatives, carers, visitors and staff.
- Able to clearly communicate procedural information to keep the patient informed.
- Able to communicate effectively with internal and external parties to ensure the smooth transit of lymphoedema hosiery and garments from manufacturer to intended destination.

Knowledge, training and experience

- A good, basic education at GCSE or equivalent.
- Previous NHS experience advantageous
- Previous experience in a caring role advantageous
- Experience of administrative tasks and procedure advantageous
- On the job training provided as part of this role.

Analytical and judgemental skills

- Take cues from patients to understand the support needed.
- Consider how to support colleagues within the clinic to contribute to an effectively run service.
- Monitor and act upon any unexpected delays or errors in the delivery of lymphoedema hosiery and garments.

Planning and organisational skills

- Responds to requests for assistance within the clinic.
- Organises own day to day work tasks.

Physical skills

- Basic IT skills
- Moving and handling of patients
- Patient measurement including height, weight, BMI and perometer measurements.
- Accurate assembly of lymphoedema measuring equipment

Responsibilities for patient / client care

- Provides appropriate patient care e.g. manual handling, toileting and hygiene
- To assist members of the clinical team when performing procedures such as wound care and bandaging e.g. removing bandages and washing the limb.
- Acts as patient chaperone when needed.
- Takes patient measurements including height, weight, BMI and perometer measurements.

Responsibilities for policy and service development

- Follows departmental policies.
- Takes reasonable care for the health and safety of themselves, other staff, patients and visitors, with reference to the Health and Safety at Work Act 1974 and assist in the Risk Management programmes in the area.
- Maintains a safe environment, following infection control policies and procedures at all times.
- Contributes to the development of policies through staff engagement activities.
- Contributes own ideas and suggestions for improvement.

Responsibilities for financial and physical resources

- Uses IT equipment and lymphoedema measuring equipment.
- Maintains stock within the lymphoedema clinic.
- Orders lymphoedema hosiery and garments as requested by the clinical team.
- Accepts goods received receipts.
- Liaises with manufacturers with any discrepancies or errors to arrange return of goods and credit.

Responsibilities for human resources

- Supports new starters.
- Participates in the appraisal process.

Responsibilities for information resources

- Ensures patient demographics are accurate and up to date.
- Maintains strict confidentiality in respect of patient and staff records.

Responsibilities for research and development

- Completes staff surveys and audits as needed.

Freedom to act

- Able to work autonomously within scope of the role and according to departmental and Trust policies.
- Recognises when advice is needed and accesses support from the lead therapist.

Physical effort

- Manual handling of patients including assistance with bandaging and wound care.
- Manual handling of stock and patient case notes.

Mental effort

- Able to pay attention to detail to ensure accuracy of lymphoedema hosiery and garment orders.
- Able to use IT equipment.
- Able to plan workload and reprioritise as new tasks come in.

Emotional effort

- May be involved in supporting patients who are upset and distressed or angry and frustrated.
- May be involved in supporting patients with a diagnosis of cancer.
- May be involved in supporting patients with advanced disease who are being cared for palliatively.

Working conditions

- The role involves using IT equipment for extended periods.
- Manual handling of patients.
- Manual handling of stock and patient notes.

This job description outlines the duties as currently required but may be amended by mutual agreement to reflect future transformation and integration of the Trust.

Signed: (Member of staff)		Date	
Signed: (Line Manager)		Date	

University Hospitals of Derby and Burton NHS Foundation Trust was formed on 1 July 2018, bringing together five hospital sites in Derby and Burton.

Version control – March 2020

Our aim is to bring together the expertise of our 12,300 staff to provide the highest quality care to patients within Derbyshire and South East Staffordshire. Our vision, values and objectives are:



Our Vision & Identity

Our UHDB Identity is that we provide '*Exceptional Care Together*', which is our 'Why?'. It is the fundamental purpose that guides all that we do.



Our Values & Behaviours

Our staff have co-created a set of values and behaviours that are stretching and inspiring in equal measures. These are our UHDB promises. They are powerful messages and will shape how we care for others and care for each other. They are **Compassion, Openness** and **Excellence...**



Our objectives

As part of the 'Big Conversation', we lastly turned our attention to our aims, big steps we must we take in the future. This is our 'What?'. Our staff said that we should continue to have **PRIDE...**

Equality, Inclusion and Diversity

University Hospitals of Derby and Burton NHS Foundation Trusts is fully committed to promoting inclusion, equality, diversity and human rights in employment and delivery of its services. The Trust is committed to providing an environment where all employees, patients, carers and visitors experience equality of opportunity by means of understanding and appreciating the value of diversity.

The Trust works to eliminate all forms of discrimination in line with the Equality Act 2010, and recognises that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

The Trust actively encourages its employees to challenge discrimination and promote equality of opportunity for all.

Employees of the Trust are required to comply with its policies and values around equality, inclusion, diversity and human rights. Failure to do so will be treated as misconduct under the Trusts' Disciplinary Policy and Procedure, which may result in dismissal."

Freedom to Speak up

The Trust is committed to listening to our staff and learning lessons. There are a variety of ways in which concerns can be raised in person, by phone or in writing (including email). We also have a Freedom to Speak Up Guardian who works with Trust leadership teams to create a culture where staff are able to speak up in order to protect patient safety and empower workers. Full details can be found on the Trust Intranet

Data Protection

Organisations are required to comply with the General Data Protection Regulation; the UK Data Protection Act 2018; all other data protection legislation and other local policies and procedures regarding the handling of information. All employees retain the right to request information held about them.

Confidentiality

The Trust requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence.

Infection Control

The prevention and management of infection is a key priority for the Trust. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at mandatory training and ongoing continuing professional development
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Health and Safety at Work Act

All staff must not wilfully endanger themselves or others whilst at work. Safe practices and precautions must be adhered to.

Smoke free Trust

The smoke free policy applies to staff, patients, resident's visitors and contractors.

Research

"The Trust comprises research-active hospitals with a developing culture of research and innovation across the whole organisation. All clinicians are expected to engage in research, development & innovation.

Engagement of clinical staff in research covers a spectrum of involvement, ranging from having an awareness of the studies and trials taking place in their areas, to assisting with the identification of research participants, to research-experienced individuals who win research funding and assume the role of Chief Investigator for multi-centre trials and studies".