



DELIVERING  
**OUTSTANDING**  
CARE AND  
EXPERIENCE



RECRUITING,  
DEVELOPING AND  
RETAINING OUR  
**WORKFORCE**



AN ANCHOR  
IN OUR  
COMMUNITIES



WORKING TOGETHER  
WITH LOCAL HEALTH  
AND SOCIAL  
CARE PROVIDERS



DELIVERING  
LONG-TERM  
**SUSTAINABILITY**



# Information pack for the role of Toxicity

## Nurse Specialist

Cancer Services

Division of Medicine

December 2023



GOOD TO  
**OUTSTANDING**



## Welcome from Chief Executive Hannah Coffey

Hello and welcome to our Trust! I am delighted that you are considering our organisation as a place to work.

This is a really exciting time for our patients and staff as we work with our local health system partners across Cambridgeshire, Peterborough and South Lincolnshire to deliver some key development projects that will shape the care we provide for future generations within the 900,000-strong catchment we serve. As well as building a new hospital at Hinchingsbrooke and redeveloping our sites at Peterborough and Stamford to better meet the needs of patients, we are investing in a Trust-wide electronic patient record system and harnessing digital technology within our diagnostic services to enhance the quality and speed of diagnosis and treatment.

It's a great time to be joining TeamNWA AngliaFT where we truly value the health and wellbeing of our staff and encourage our leadership team to empower their teams to be the best they can be, to help them develop in their careers and, at the same time, ensure our patients can experience good quality care by people who are dedicated to serving their health needs.

If you are looking to develop your career in an environment that's primed for organisational change, where you can actively contribute to the quality improvements we are making for our patients and staff, then look no further for your next role.

A handwritten signature in black ink, appearing to read 'Hannah Coffey', with a stylized flourish at the end.

**Hannah Coffey**  
**Chief Executive Officer**

## Job Description

|                       |   |
|-----------------------|---|
| <b>JOB TITLE</b>      | Toxicity Nurse Specialist   |
| <b>GRADE</b>          | 7   |
| <b>DEPARTMENT</b>     | Cancer Services   |
| <b>BASE</b>           | Cross site at Hinchingsbrooke Hospital and Peterborough City Hospital |
| <b>REPORTING TO</b>   | Cancer Matron   |
| <b>RESPONSIBLE TO</b> | Cancer Matron   |
| <b>ACCOUNTABLE TO</b> | Divisional Operations Manager   |

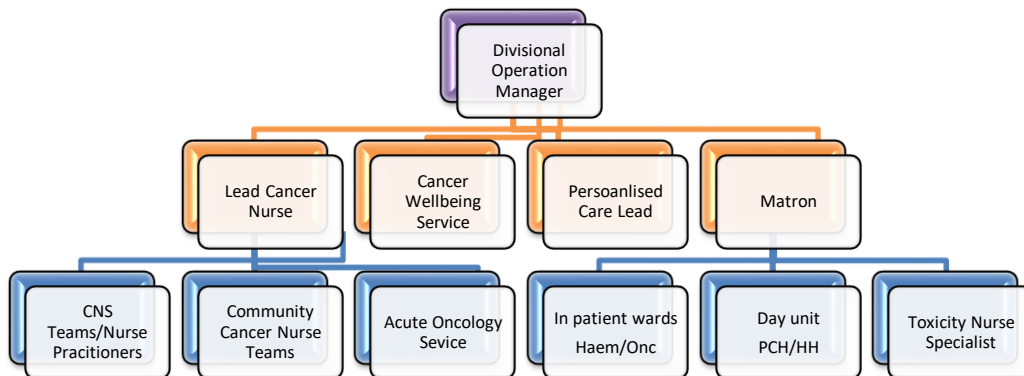
## Job Summary

To work autonomously as part of the wider MDT to provide full and comprehensive assessment of patients undergoing SACT.

To effectively lead and be responsible for the outpatient team management and the clinical care carried out on both the Haematology/Oncology Day unit and outpatient area.

To contribute to improving the flow of the Haematology/ Oncology outpatient clinics whilst improving patient experience.

## Organisational Structure:



## **DUTIES & KEY RESPONSIBILITIES:**

1. Be an accountable professional acting in the best interests of people, putting them first and providing complex clinical care that is evidence-based, person-centred, safe, and compassionate.
  - Working as a core member of the oncology outpatient unit cross site team in conjunction with our experienced clinicians to deliver a thorough and consistent service for patients with a cancer diagnosis. Acting as designated key worker in the management of the toxicities related to systemic anti-cancer treatments (SACT).
  - Maintaining responsibility and accountability for all elements of professional nursing practice, providing timely assessment and clear, evidence based clinical management plans for patients on active treatment.
    - Demonstrate specialist clinical knowledge underpinned by theoretical knowledge and relevant practice.
    - To act as a source of specialist advice for patients, their families and carers entering onto the SACT pathway.
    - Provide telephone support/advice service for patients, carers, and other health care professionals in order to ensure high quality appropriate care and management for patients.
    - Act as an advocate for the patient and facilitate their involvement in decisions affecting their care.
2. Use existing knowledge and expertise and enhanced levels of clinical judgement to independently undertake complex and holistic assessments.
  - Demonstrate specialist clinical knowledge, competence, and interpersonal skills in caring for patients and their families.
  - Act as the first point of contact for patients whilst on active treatment, to identify problems and provide ongoing care. This includes managing emergency situations; undertaking urgent and scheduled reviews, giving advice regarding medications (utilising the relevant protocols); making referrals to other

- members of the multidisciplinary team; ordering and interpreting results of investigations.
- Acting as an autonomous practitioner ordering required investigations including bloods, x-rays, CT and MRI scans, undertaking all necessary training outlined by the Trust in order to undertake this practice.
  - Respect the patient's right to participate in decisions about their care and be able to advise them on complex and personal matters.
  - Recognise and respond appropriately to a sudden change in a patient's clinical condition both physically and mentally. Receive and provide accurate and complex information regarding patients' clinical status to other members of the MDT.
3. Act independently to plan, deliver, monitor, and evaluate complex care using enhanced clinical assessments, diagnostics, and interventions.
- Receive and act upon outpatient referrals from other health professionals; utilising skills and advanced knowledge base to perform advanced clinical examination, arrange appropriate investigations, interpret results, and organise appropriate therapy, follow up and referral to other health professionals where necessary.
  - Undertake outpatient clinics, utilise advanced clinical assessment and non-medical prescribing skills (as appropriate) to assess patients and provide appropriate management plans.
  - Using professional judgement in managing complex and unpredictable care events – interpretation of bloods and other investigations and acting appropriately on results, seeking guidance as necessary.
4. Act as an expert resource within their own organisation and for external agencies.
- Provide clinical leadership and support to other health professionals with regard to active cancer treatments, by maintaining a high profile in the clinical area, acting as a resource and role model.
  - Liaise daily with members of the multidisciplinary team (MDT) including Consultants, Lead Nurse, Speciality Registrars, Specialist Nurses, administrative staff, ward/OPD staff, GP's and other professionals within primary care and community care to achieve a coordinated, comprehensive service.
  - Provide advice and guidance to other clinicians and members of the multidisciplinary team to achieve optimal pharmacological and non-pharmacological treatments.
5. Develop, deliver and evaluate education and training opportunities for others within own scope of practice.

- Act as a resource and develop patient/staff information, evidence based integrated care pathways and efficient policies and protocols to guide others involved in the care of this diverse client group.
  - Assess patient / relatives' level of knowledge and understanding of SACT, promoting patient empowerment and independence.
  - Identify the needs and training for all staff involved with patients with active cancer. Organise, plan, and participate in the delivery and evaluation of teaching programmes to relevant multidisciplinary staff, so they are aware of the service and what it can offer.
  - Provide specific specialist education and training programmes and use information packages for patients, families, and carers, facilitating the development of self-care skills and knowledge.
6. Communicate effectively in challenging environments and situations with patients, their families/carers and the multi-disciplinary team.
- Obtain informed consent by communicating complex information regarding management of care, including benefits, risks, (i.e. mortality risks) alternatives complications and lifestyle advice.
  - Provide psychological support for patients when communicating scan results, possible progression of disease for example. Signpost patients and their families for further support services as required.
  - Maintain patient records in a concise and literate manner ensuring handover of complex management issues to the relevant healthcare professional using relevant manual/ computerised systems. Demonstrate sound judgement when dealing with complex clinical information.
  - Using advanced communication to effectively manage complex, often emotive patient concerns and enquiries. Facilitating discussion with patients and their relatives keeping them informed of progress, treatment and involved in decision making, there may be barriers in communication and therefore adaptability is vital. Providing psychological support (level 2) to these patients as required.
  - Facilitating onward referrals to other specialities and collaborating with MDT to coordinate whilst, providing support to those receiving bad news requiring more specialised services.
7. Promote and encourage innovative clinical practice to support a culture of excellence within the wider health and care team.
- To work in partnership with patients and families using a co-production approach to inform service development and ensure the patient voice is central to care.
  - Recognise own limitations and refer to relevant health care professionals/outside agencies as appropriate.
  - Promote evidence-based practice and disseminate examples of good practice locally, regionally, nationally, by organising and presenting at relevant conferences.
  - Take a lead role in regularly auditing toxicity service and implement change where gaps are identified.



- Disseminate research and audit findings through presentations to professional groups and publication of work.
8. Lead and manage unpredictable and unplanned clinical situations.
- This will include offering advice and guidance to medical and nursing staff with regards to SACT and the associated toxicities.
    - Facilitating referrals to supportive community care services.
    - Prioritising patients requiring admission to the Haematology/Oncology Ward.
9. Participate in resource management, strategic service development, planning and service improvement.
- Demonstrate an understanding of the mission, vision and core values of the service and the organisation.
  - Understand the different roles and responsibilities of all members of the multi-disciplinary team and develop integrated working practices.
  - Demonstrate knowledge of health strategy and policies related to SACT and toxicity management e.g. NICE Guidelines and be able to plan services to take into account such strategies.
  - Actively seek opportunities to improve service delivery through partnerships across organisations, exploring new ways of working.
  - Work in collaboration with Consultants, Matron, Lead Nurse and clinical business unit team with reference to the strategic planning and future service expansion.
  - Attend Speciality meetings, Clinical team meetings as appropriate.
  - To maintain a robust database and communicate patient activity, effectiveness of role, audit data and any other relevant information as required.
  - Actively seek to use outcome data to improve services or identify areas for more in depth investigation and research.
  - Promote evidence-based practice through critically evaluating research and utilising relevant findings.
10. Lead, monitor, develop and appraise staff and learners.
- Demonstrate effective leadership in the establishment and maintenance of safe clinical practice and encourage others to strive for excellence within clinical practice.
  - Take responsibility for own continuing professional and personal development to develop and maintain expert knowledge on new and current trends in cancer management and the related toxicities. Identifying own development needs and involvement in setting own personal development plan as part of an annual appraisal process.
  - Undertake teaching and act as an educational resource for health professionals within primary and secondary care.
  - Support other members of the team in achieving goals and competencies relating to their role. Ensure annual/bi-annual appraisals are completed on time.
  - Participate in and encourage reflective practice, utilising opportunities to

engage in clinical supervision within the specialist team.

Details of the knowledge, skills and behaviours needed to attain these duties can be found in the enhanced practice apprenticeship standards in the Appendix B.

### **Key Working Relationships**

Consultant's, lead nurse, specialist nursing team, administrative staff, speciality registrars, MDT staff within cancer services.

### **Career Path – Enhanced Role**

Career Path – For both Advanced or Enhanced Roles

Below is a table which illustrates different career opportunities available throughout the Cancer Care Pathway.

| Band | 2   | 3                   | 4                            | 5                      | 6                          | 7                         | 8a                             | 8b                |                  | 8c |
|------|-----|---------------------|------------------------------|------------------------|----------------------------|---------------------------|--------------------------------|-------------------|------------------|----|
|      | HCA | Senior HCA          | MDT Coordinator              | Ward Cancer Nurse      | Junior Ward Sister         | Ward Sister               | Matron                         |                   |                  |    |
|      |     | Pathway Coordinator | Nursing Associate            | Chemo nurse            | Junior Day unit Sister     | Toxicity Nurse specialist |                                |                   |                  |    |
|      |     |                     |                              | Community Cancer Nurse |                            | Team Leader-CCN           |                                |                   |                  |    |
|      |     |                     | Assistant Practitioner       |                        | Support Nurse              | CNS                       |                                |                   |                  |    |
|      |     |                     | Pathway Navigator            |                        | Practice Development Nurse |                           |                                |                   |                  |    |
|      |     |                     | Integrated Care Practitioner |                        | Radiotherapy Nurse         |                           |                                |                   |                  |    |
|      |     |                     |                              |                        |                            |                           | Advanced Clinical Practitioner |                   |                  |    |
|      |     |                     |                              |                        |                            |                           |                                | Lead Cancer Nurse |                  |    |
|      |     |                     |                              |                        |                            |                           |                                |                   | Consultant Nurse |    |



## Working at our Trust

### A. Our Values

Our Trust Values highlight the core principles and ideals of our Trust and underpin everything that we do. They establish the kind of people we want to be, the service we hope to provide and how we interact with our stakeholders and community.

The Values were created and selected by members of the public, patients and our staff, and highlight the principles we believe are the most important. They steer the decisions we make and guide the behaviour of our Trust family so we can accomplish our Vision.

We regularly measure ourselves against these Values, at every organisational level, so we can identify how we are living them and where we need to make improvements. The Trust board will monitor and review how the Trust performs against the values regularly, to ensure we provide the best possible patient care.



### B. Divisional Structure

Following the formation of North West Anglia Foundation Trust in April 2017, our operational functions across our hospitals merged to form five clinical divisions:

- Division of Medicine
- Division of Urgent Care and Emergency Care
- Division of Surgery

- Division of Family and Integrated Support Services
- Division of Maternity, Gynaecology and Breast Services

The clinical divisions are key to our service delivery and they are led by a triumvirate comprising a Divisional Director, Divisional Nursing Director, and Divisional Operations Director.

### **C. Your responsibilities to the Trust, our patients and staff**

The Trust aims to provide high standards of patient care and to ensure that our staff are supported in their roles that help us achieve this. As part of your role, you are expected to adhere to Trust policies and procedures which are designed to guide you in your work and ensure that the Trust, and you as an individual, comply with legal requirements. Non-adherence to Trust policies and procedures may be addressed through the Trust's disciplinary process.

Key policies are outlined below; you are also required to act by policies specific to your job role, which are covered at induction.

#### **Equality and Diversity Policy**

No patient or member of staff should receive less favourable treatment on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation, and should not be placed at a disadvantage which cannot be shown to be justifiable. You have a responsibility to patients and staff to ensure that this is achieved.

#### **Health & Safety**

You have a responsibility to consider yourself and anyone else that could be affected by the things you do or don't do, that you should have while at work. You are responsible for informing your manager of any health and safety concerns you identify by using the trust incident reporting system for any accidents, incidents or near-misses that happen to you or that you are aware of to reduce injuries or loss.

Additionally, if you have management responsibilities you must ensure the implementation of the Trust's health and safety and risk management policies, procedures, and codes of practice through your directorate or business unit management structure ensuring that communication pathways are clear and explicit at all levels of employment, to maintain the health, safety and welfare of employees or others who may be affected.

## **Data Protection**

You are to always maintain the highest standards of data protection and confidentiality, ensuring that person-identifiable data is held securely (including password protection and encryption) and that data held and entered into Trust systems is correct. You are to observe confidentiality for commercially sensitive data and to promote the highest standards of information governance by the Data Protection Act 1998, Freedom of Information Act 2000 and Trust policies and procedures.

## **Data Quality**

It is your responsibility to ensure that any data collection required is accurate, timely, complete, and stored securely in the appropriate place or system, whether as a paper or an electronic record. This includes data input onto the Trust's information systems, patient records, staff records and finance records. You are expected to submit data for quality assurance checks as required. You will be expected to undertake training required to assure the quality of data collected and to participate in any relevant audits required as part of the Trust's and external quality improvement programmes.

## **Customer Care**

You are always required to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. So that you to understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

## **Values**

How our staff live and work according to our values will be through our 'personal responsibility framework' - which outlines how staff are expected to behave.

## **Infection Control**

You have a responsibility to comply with Trust policies for personal and patient safety and prevention of healthcare-associated infection (HCAI); this includes a requirement for consistent compliance with hand hygiene, use of personal protective equipment and safe disposal of sharps. You will be asked about adherence to measures for reducing HCAI at the annual appraisal.

## **Smoking Policy**

You are not allowed to smoke in Trust buildings or grounds. Assistance will be provided to assist you to quit smoking through our Occupational Health service.

## Confidentiality

Under no circumstances, either during or after the end of your employment may you divulge any unauthorised personal identifiable information relating to the Trust. This also includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

## Safeguarding the welfare of children and vulnerable adults

You should be aware of Trust policies and procedures on safeguarding the welfare of children and vulnerable adults., and appreciate the importance of listening to children, young people, and vulnerable adults, particularly when they are expressing concerns about their own or other children's/vulnerable adult's welfare.

## Mandatory Training

You are required to attend mandatory training as required. if you are unable to attend a required session you should ensure that this is rectified with your line manager's support at the next available opportunity.

## Raising issues of Concern

If you have any concerns about practices or processes within the Trust, you should raise this with your line manager. If you do not feel able to raise concerns directly you should access the Trust's haven procedures for raising issues of concern in confidence.

## Customer Care

You are required at all times to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. In order that you understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

## Appendix B - Standards for Enhanced Clinical Practitioners

| Duty  | KSBs                             |
|---|----------------------------------|
| <b>Duty 1</b> Be an accountable professional acting in the best interests of people, putting them first and providing complex clinical care that is evidence-based, person-centred, safe and compassionate. | K1 K2 K3<br>S1 S2 S3<br>B1 B2 B3 |
| <b>Duty 2</b> Use existing knowledge and expertise and enhanced levels of clinical judgement to   | K4 K5 K6<br>S4 S5 S6             |

|  |  |
|--|--|
| independently undertake complex and holistic assessments.  | B1 B2 B3                                       |
| <b>Duty 3</b> Act independently to plan, deliver, monitor and evaluate complex care using enhanced clinical assessments, diagnostics, and interventions. | K7 K8 K10 K11<br>S7 S8 S9 S10 S11<br>B1 B2 B3  |
| <b>Duty 4</b> Act as an expert resource within their own organisation and for external agencies.   | K9 K12 K13<br>S12 S13<br>B1 B2 B3              |
| <b>Duty 5</b> Develop, deliver and evaluate education and training opportunities for others within own scope of practice.                                | K14 K15 K16<br>S14 S15 S16<br>B1 B2 B3         |
| <b>Duty 6</b> Communicate effectively in challenging environments and situations with patients, their families/carers and the multi-disciplinary team.   | K17 K18 K19 K27<br>S17 S18 S19 S27<br>B1 B2 B3 |
| <b>Duty 7</b> Promote and encourage innovative clinical practice to support a culture of excellence within the wider health and care team.               | K20 K21 K22<br>S20 S21 S22<br>B1 B2 B3         |
| <b>Duty 8</b> Lead and manage unpredictable and unplanned clinical situations.   | K24 K25 K26<br>S24 S25 S26<br>B1 B2 B3         |
| <b>Duty 9</b> Participate in resource management, strategic service development, planning and service improvement.                                       | K28 K29 K30<br>S28 S29 S30<br>B1 B2 B3         |
| <b>Duty 10</b> Lead, monitor, develop and appraise staff and learners.   | K23 K31 K32<br>S23 S31 S32<br>B1 B2 B3         |

## KSBs

### Knowledge

K1: Tools and techniques used to systematically search, select and present evidence

K2: Techniques to critically appraise evidence such as local and national quality standards and frameworks and ways to relate this to own practice

K3: Requirements of their on-going professional registration and code of conduct in relation to their scope of practice such as when and how to escalate or refer in line with defined scope of practice

K4: How to appraise the relevance of available tools and techniques to the clinical situation and own scope of practice

K5: Legislation, clinical frameworks, contemporaneous evidence-based practice guidelines, outcomes from clinical audit and algorithms to support decision making

K6: Anatomy and physiology and pathophysiology to support complex holistic patient assessment including the underlying psychological, social and long-term impact of illness

K7: Tools and techniques to critically evaluate clinical information to inform decision making and care management planning

K8: Underpinning anatomy and complex applied physiology, disease, toxicities, treatments and interventions which guide the selection of specialist diagnostics

K9: Methods to support complex intervention decision making aligned to national and international guidelines

K10: Principles and theories of co-production, health coaching, peer support and self-management used to build knowledge, skills and confidence to enable patient self-management

K11: Diverse sources of information and evidence to underpin decision making and techniques to interpret and assimilate a diverse range of information and evidence

K12: Principles and theories of coaching used in supporting others in complex clinical decision making and care delivery

K13: Principles and theories of leadership and role modelling

K14: Tools and procedures for conducting a training needs analysis

K15: Teaching, learning and assessment theories, techniques, innovations and models relevant to the educational activity including ways to facilitate a positive learning environment

K16: Models, tools and frameworks for receiving and providing constructive feedback

K17: Principles of different communication strategies and theories, communication modes (written, digital, verbal, non-verbal) and clinical communication tools

K18: Models and theories for negotiating and mediating, such as de-escalation and diffusing strategies

K19: Communication strategies and tools used to share complex information with different audiences and individuals

K20: Principles of change management and co-production to support clinical innovation in the workplace

K21: Local and national approaches and planning processes to support quality improvement

K22: Service evaluation, research and audit techniques to support quality improvement processes within area of enhanced clinical practice

K23: The role and impact of reflection in improving clinical practice and best-practice methods for clinical supervision

K24: Signs and pathophysiology of deterioration or distress in mental, physical, cognitive and behavioural health in own scope of practice

K25: Protocols and systems used to plan, prioritise and direct resources within area of enhanced clinical practice and how to escalate to and engage others when working at the boundaries of scope of practice



K26: Evidence-based strategies to manage clinical risk in enhanced clinical practice

K27: Principles of psychological well-being, the importance of maintaining own and others well-being and counselling techniques used within own scope of practice

K28: Employer policy and procedures for resource management and reporting

K29: Strategies to plan and prioritise resources and manage immediate and longer-term service requirements

K30: Local, regional, and national strategic priorities for patient populations within area of specialist practice

K31: Principles of mentoring and preceptorship and how these differ from counselling, coaching and teaching

K32: Local appraisal policy and systems and own responsibility in relation to appraisal of others

### Skills

S1: Conduct systematic literature searches to source evidence to inform enhanced clinical practice

S2: Critically appraise evidence and use findings to plan and provide enhanced patient-centred clinical care

S3: Provide enhanced clinical care in line with professional registration, code of conduct and defined scope of practice, being responsible and accountable for own decisions, actions and omissions

S4: Select available tools, technologies and techniques needed to perform complex and holistic assessments

S5: Assimilate, synthesise and apply complex information to promote and advocate best interests of others, upholding the principles of safeguarding and evidence-based practice

S6: Undertake holistic patient-centred assessments using available tools, technologies and techniques

S7: Analyse the data arising from the assessment process to inform clinical decision-making

S8: Identify, request and interpret specialist diagnostics within own scope of practice to inform the delivery and management of specialist care for patients and families

S9: Develop, implement and evaluate an enhanced care management plan which may include interventions and referral to other members of the multidisciplinary team or other agencies

S10: Prepare and support patients and families to manage their own health and care as independently as possible

S11: Interpret, assimilate and draw conclusions using diverse sources of information and evidence to inform clinical reasoning

S12: Direct others to sources of information and evidence, coaching and supporting them in applying information and evidence in complex clinical decision making

- S13: Provide leadership within scope of own role and positive role-modelling for others in the multidisciplinary team
- S14: Identify training and education needs of others in the workplace
- S15: Plan and facilitate the delivery of practice-based education, training and assessment activities
- S16: Evaluate the effectiveness of training and education activities
- S17: Use communication strategies suitable for a variety of situations including sensitive and distressing topics
- S18: Use strategies to manage conflict and challenge
- S19: Discuss complex information with patients, their families, the multi-disciplinary team and other agencies
- S20: Challenge ineffective systems and processes and support others to identify the need for change within their area of enhanced clinical practice
- S21: Contribute to quality improvement plans and strategies to support a culture of continuous quality improvement within area of enhanced clinical practice
- S22: Participate in quality improvement activities, such as audit, service evaluations and research projects within area of enhanced clinical practice
- S23: Reflect on own and others' practice using clinical supervision processes
- S24: Identify and act on evidence of unexpected change or patient deterioration within own scope of practice
- S25: Manage self and others in unpredictable and complex environments, instigating clinical interventions where protocols may not be available
- S26: Identify and manage risk to patient safety and others in an unpredictable and complex environment
- S27: Counsel Patients, family, carers and others to manage psychological well-being of self and others
- S28: Contribute to efficient resource management within the workplace
- S29: Plan, prioritise and deliver enhanced clinical care within a defined resource
- S30: Contribute to the drafting of business cases or project proposals
- S31: Provide mentorship, opportunity for peer-learning and constructive feedback to guide, support, motivate and develop others in the multidisciplinary team
- S32: Contribute to the appraisal of individuals in the multidisciplinary team

Behaviours

B1: Treat people with dignity, respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences

B2: Show respect and empathy for those you work with

B3: Be adaptable, reliable and consistent