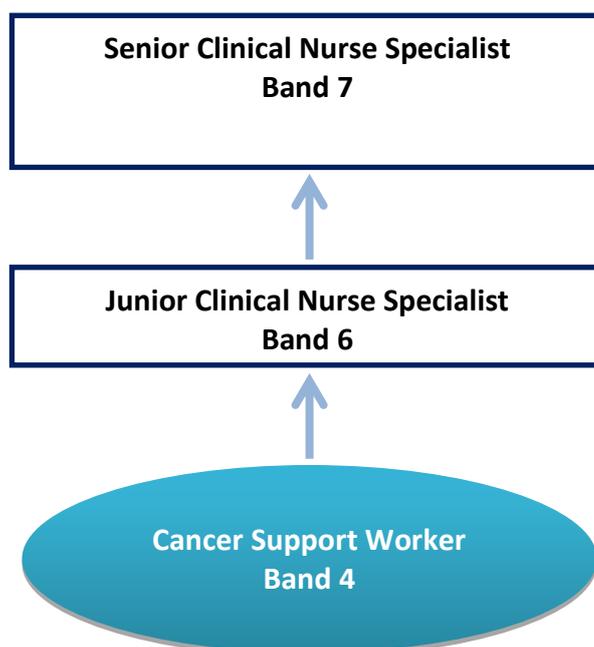


# Welcome to the Countess of Chester

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## Early Diagnosis Support Worker Band 4



## Your Opportunity

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The post holder will be an integral part of the Cancer Team, who assists, supports and co-ordinates the pathway for patients during either the diagnostic phase or after completion of primary treatment. A large part of the role is providing administrative and coordination support to patients, families, consultants, cancer nurse specialists and other staff involved in the cancer pathway. The successful applicant will ensure the efficient channelling and close co-ordination of the patient pathway ensuring robust communication between medical staff, GPs, patients, relatives, members of the public and other disciplines within the Trust and close liaison with the community staff and oncology teams.

The post holder will demonstrate excellent organisational skills, must be flexible in approach, able to exercise initiative and demonstrate a consistently high standard of professionalism, being aware of the need for confidentiality and integrity. The post holder will have excellent communication skills and be willing to undertake on-going training and development. In addition, the post holder will be able to signpost patients and carers to the relevant sources of support and information appropriate to their needs.

The list below is to outline the main duties involved; however this is subject to change and will vary within the given role. We ask all employees to be flexible in their role, to always ensure we are delivering Safe, Kind and Effective care.

The duties and responsibilities listed below should be undertaken in accordance with the levels of competence as defined in the RCN/UKONS career framework for Cancer Nursing. In addition all staff are expected to act in accordance with the values and behaviours of the Trust

### Communication

1. Develop and maintain effective working relationships with clinicians, managers and others within department and Trust wide service users.
2. Be the point of contact for all routine enquires facilitating communication and information flows, initiating and responding to correspondence and resolving enquiries.
3. Organising incoming and outgoing mail both paper and electronic.
4. Maintain an accurate database of patients including systems to track interval investigations and monitor incoming health status information from patients using the system.
5. Liaise with GPs/cancer services as appropriate.
6. Liaise with patients and other consultants' secretaries.
7. Specifically assist the CNS's in coordinating care by tracking patient pathways and providing a point of access, including rapid re-entry into the system for those people identified as having urgent or specialist needs.
8. Triage incoming calls, using a risk assessment framework and initiate appropriate response according to protocols and individual pathways,
9. Using good communication skills, and appropriate tools and procedures, liaising as appropriate with the CNS when non routine and refer complex decisions to the team for assessment and

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review.

10. Provide basic telephone advice and refer on or sign-post to other sources of support
11. Liaise closely with the MDT co-ordinator ensuring robust systems of notification and where appropriate co-ordinate transfer of care
12. Coordinate/act independently to make OPD appointments for those with abnormal results, fast track patients back into the system if required, and to respond appropriately when faced with a sudden deterioration or an emergency situation by alerting other members of the team.
13. Communicate and signpost to appropriate needs related information.

### **Personal and People Development**

1. Identify personal education needs and skills development with the registered practitioner
2. Be responsible for own personal educational, keeping up to date with changes to practice, to ensure highest possible standards of work.
3. Participate in an annual review with the Cancer Nurse Specialist and Lead Cancer Nurse ensuring highest possible standards of work.
4. Review own work against career framework outline and identify with the relevant people the activities to be undertaken to support learning and development.
5. Actively take part in learning activities and maintain a record of these in personal portfolio in order to obtain skills required for the post.

### **Health and Safety**

1. All employees of the Trust have a responsibility for their own health and wellbeing, to inform their manager and seek timely support via the Trust's Occupational Health and Wellbeing department
2. Responsible for Health & Safety in areas managed, promoting a safe environment for staff and visitors.
3. Maintain safe systems of work, standard operating procedures and risk assessments for area of responsibility.
4. Correctly and safely use equipment and physical environment.
5. Attend all aspects of mandatory training.
6. Ensure adverse occurrences are recorded and reported via the Trust incident reporting system in a timely manner.
7. Conform to health, safety and security legislation, policies, procedures and guidelines.
8. Arrange repair/replacement of office equipment where necessary.

### **Service Improvement**

1. Support and contribute to audit processes, governance, research, clinical research trials and service development.
  2. Take an active part in Team Meetings and audits as required.
  3. Make changes in own practice and offer suggestions for improving the services.
  4. Ensure the implementation of departmental policies and procedures.
  5. Support the development of services in order to meet the requirements of patients and service users.
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6. Ensure the effective deployment of resources to ensure delivery of an efficient well organised service.
7. Administer fail safe to ensure patients' results are registered accurately and action taken appropriately.

### Quality

1. Coordinate patient questionnaires.
2. Demonstrate in practice the Macmillan Human Rights Standard for Cancer Care.
3. Follow the approved Standard Operating Procedures used in the Department.
4. Comply with all relevant legislation, policies and procedures
5. Use and maintain resources efficiently and effectively. Prioritise own workload.
6. Ensure same standard of work when covering for sickness and annual leave.

### Equality and Diversity

1. Maintain an up to date knowledge of the parameters of legislation and Trust Policies and procedures related to equality and diversity.
2. Treat everyone equally and with dignity and respect.
3. Acknowledge others' different perspectives
4. Recognise that people are different and makes sure they do not discriminate against other people.
5. Report behaviour that undermines equality and diversity

### Coordination of Services

1. Co-ordinate and track patient pathways
2. Liaise closely with the MDT co-ordinator ensuring robust systems of notification and where appropriate co-ordinate transfer of care
3. Support patients and their families to access appropriate information and support, by sign-posting to a range of clinical and support services.
4. Under supervision of the CNS deliver patient-centred, support and education as necessary to non-complex patients.
5. Encourage and support active and healthy lifestyle choices.
6. Under supervision of the CNS, patients and their families to understand what signs, symptoms or situations to be aware of that would indicate concern.
7. Advise patients and their families on how to make contact when they feel that there are delays in their pathway.
8. Advise patients and their families on how to make contact when they feel that their condition or needs have changed, including what to do out of hours.

### Information Processing

1. Registration of patients onto relevant databases ensuring all patient data both clinical and personal is electronically and accurately recorded.
2. Support information prescription delivery; this role may include printing out information prescriptions, assisting people accessing emailed information prescriptions.
3. Arrange and book appropriate outpatient appointments.
4. Document and monitor all aspects of care coordination and service delivery, supporting data collection for audit and outcome data.
5. Diary management.
6. Utilisation of local or Trust case note tracking system.
7. Ensure investigation reports are obtained, shown to medical staff, action taken and filed in patient case notes as soon as possible

### **Information Collection and Analysis**

1. Undertake work to help the Directorate with any Audit information needed.
2. Use databases and computer packages to initiate and maintain records and generate statistics for analytical purposes.
3. Collect, collate and report routine and simple data.
4. Manage workload and liaise with colleagues in periods of annual leave and sickness.

### **Service and Project Management**

1. Coordinate the handover with other teams to facilitate safe and effective transition of care between services

### **General Duties**

1. To observe the provisions of and adhere to all Trust policies and procedures.
2. To actively participate in the annual performance review to identify personal development needs
3. To attend Trust Statutory and Mandatory training sessions as required and any other training courses relevant to the post.
4. To be aware of the confidential aspects of the post. Breaches of confidentiality will result in disciplinary action that may involve dismissal. The post holder should also be aware that, regardless of any action taken by the employing authority, breaches of confidentiality could result in civil action for damages.
5. All employees must fully comply with the relevant sections of the Health and Safety at Work. They must also understand and implement The Countess of Chester Hospital NHS Foundation Trust "Statement of Policy on Health and Safety at Work" and the Trust corporate "Health and Safety Policies and Procedures". You are required to follow all applicable rules and procedures relating to Health and Safety at Work and to take all responsible precautions to avoid actions
6. All staff will be treated with respect by management, colleagues, patients and visitors and equally staff will treat management, colleagues, patients and visitors with the same level of respect. Staff will be supported to challenge any discriminatory behaviour that may be based on differences in race, disability, language, culture, religion, sexuality, age, gender or



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employment status.

7. The Countess of Chester Hospital NHS Foundation Trust has a 'No Smoking' Policy and smoking is not permitted in Trust buildings or vehicles.

### **Infection Prevention and Control**

In accordance with the Health and Social Care Act 2008, the post holder will actively participate in the prevention and control of infection within the capacity of their role. The Act requires the post holder to attend infection prevention and control training on induction and at regular updates and to take responsibility for the practical application of the training in the course of their work. Infection prevention and control must be included in any personal development plan and/or appraisal.

The duties contained in this job description are not intended to be exhaustive. The tasks and responsibilities of this post are likely to evolve in line with the Trust's continued organisational development. The post holder must be flexible in the duties performed and it is expected that similar duties, not specifically listed above, will be carried out as required and may be cross site. Any such variation will be agreed in advance between the post holder and their Manager as part of the continuing process of management review and development.

All employees of the Trust have the responsibility to comply with the Trusts Infection Prevention and Control policies and procedures at all times. Strict adherence to effective hand hygiene is essential.

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This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

Signature of Post holder:

Date:

Signature of Manager:

Date:

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# Person Specification

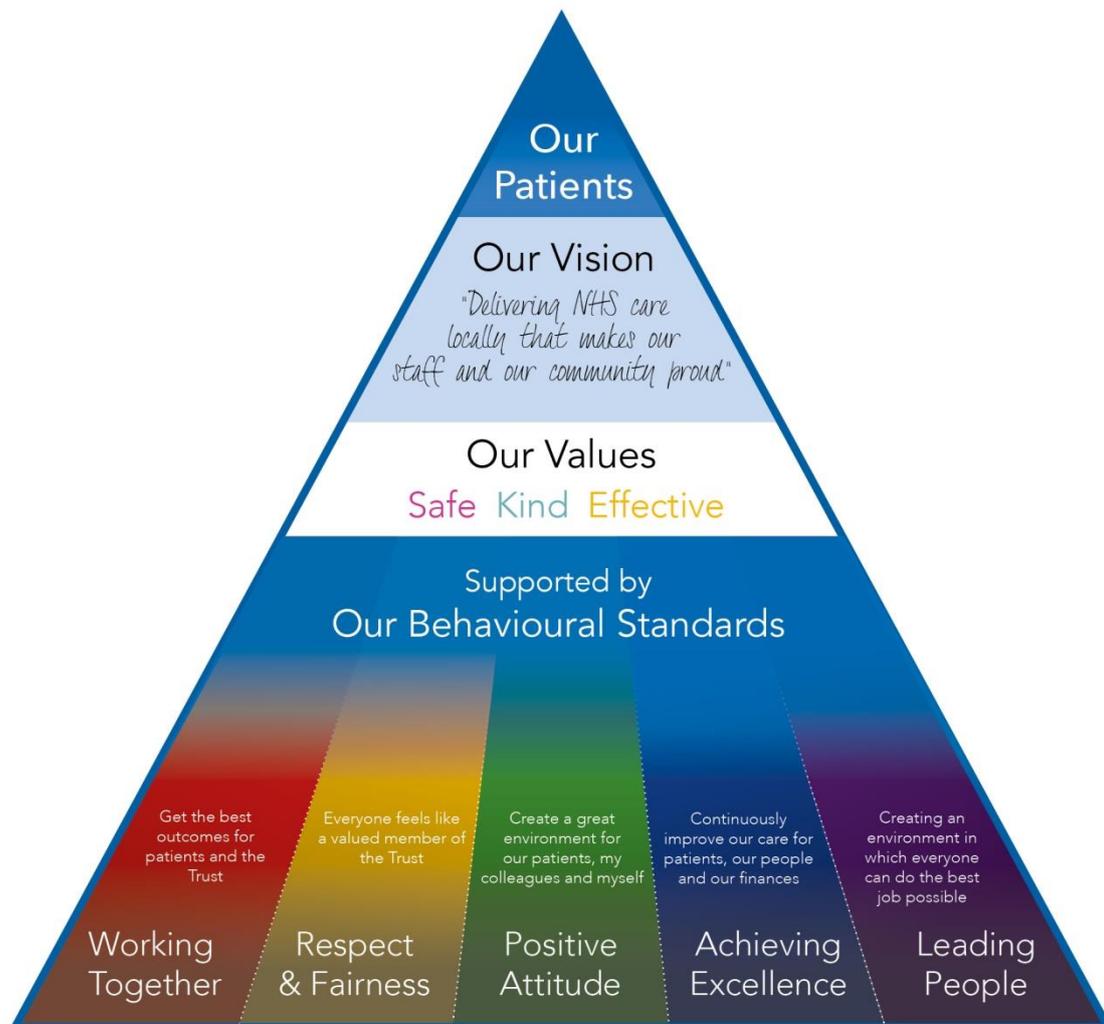
	<b>Essential</b>	<b>Desirable</b>
<b>Qualification</b>	<ul style="list-style-type: none"> <li>• Good General Education with GCSE English and Mathematics</li> <li>• ECDL or equivalent experience</li> <li>• Level 3 Health or social care qualification (e.g. NVQ or similar)</li> </ul>	<ul style="list-style-type: none"> <li>• Level 4 Health or social care qualification (e.g. foundation degree)</li> <li>• Evidence of continued role development</li> <li>• Basic counselling</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Relevant Health or Social Care experience</li> <li>• Efficient in the use of Microsoft Word for Windows, Excel, Power Point, Outlook and internet.</li> <li>• Advanced knowledge of medical terminology.</li> <li>• Understanding of person-centred care.</li> <li>• Experience of coaching/teaching patients and carers.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous medical secretarial experience</li> <li>• Understanding of Macmillan Cancer Support and its role across the UK.</li> <li>• Experience co-ordinating a patient workload.</li> <li>• Awareness of Improving Outcomes; A Strategy for Cancer and other national cancer policies</li> <li>• Knowledge of relevant cancer treatments, interventions and terminology.</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Able to use own initiative and work without supervision.</li> <li>• Able to prioritise work and work of others.</li> <li>• Possess excellent communication skills.</li> <li>• Effective organisation skills.</li> <li>• Ability to communicate both verbally and non-verbally on a daily basis with people at all levels.</li> <li>• Good observation skills.</li> <li>• Practical problems solving skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Able to use own initiative and work without supervision</li> </ul>
<b>Special Requirements</b>	<ul style="list-style-type: none"> <li>• Relevant Health or Social Care experience</li> <li>• Efficient in the use of Microsoft Word for Windows, Excel, Power Point, Outlook and internet.</li> <li>• Advanced knowledge of medical terminology.</li> <li>• Understanding of person-centred care.</li> <li>• Experience of coaching/teaching patients and carers.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous medical secretarial experience</li> <li>• Understanding of Macmillan Cancer Support and its role across the UK.</li> <li>• Experience co-ordinating a patient workload.</li> <li>• Awareness of Improving Outcomes; A Strategy for Cancer and other national cancer policies</li> <li>• Knowledge of relevant cancer treatments, interventions and terminology.</li> </ul>

# Occupational Health

	<b>What You Need</b>	<b>Conducted By</b>	<b>Essential</b>
<b>Health Screening</b>	Paper documentation & Health Assessment	Occupational Health Nurse	Yes
<b>Maintenance Staff Immunity Required</b>	Hepatitis A	Occupational Health Nurse	Yes – Vaccination recommended

**Please note that the above may vary dependent on job role and risk assessments. Should you need further clarification please contact the Occupational Health Department on 01244 365045**

# Our Culture



**\*Safeguarding:** You have a responsibility to respond to any Safeguarding Children or Adult concerns that you encounter in your everyday duties. You must report any concerns as appropriate to your immediate & the relevant Safeguarding Lead within the Trust