

## DEPARTMENT OF SURGERY, ANAESTHESIA, TRAUMA &amp; ORTHOPAEDICS

**PART TIME PROSTATE CANCER SUPPORT WORKER****UROLOGY DEPARTMENT****£18,838 – £22,016 p.a PRO RATA****15 hours per week****Royal Cornwall Hospital, Truro**

We are looking for a part time prostate cancer support worker to join our busy team in the Urology Department. The overall purpose of this post is to work independently but under the guidance and supervision of a registered practitioner, to enable and support patients who are on patient triggered follow up pathways, to be able to access resources and services which will help them to a more effective recovery and rehabilitation. The post will also act as a point of contact for those patients who will have been prepared by their clinical team for self managing their follow up – and will be able to sign post patients to appropriate support or deal with the issues as part of their role.

A key aspect of this role is to manage and support the self management workshops which are provided for prostate patients as they complete treatment, and to scope the need and feasibility of other supportive self management interventions – for example, ‘health and wellbeing events’.

This is a part time post working 15 hours a week. For further information please contact Debbie Victor, Uro-Oncology Clinical Nurse Specialist on 01872 253143

**Please note that appointments are subject to two satisfactory references so would you please ensure that you include current details for your nominated referees and, where possible, email addresses for them.**

**To access the job pack and apply on-line for any job, please go to <http://www.jobs.nhs.uk/> and enter the appropriate reference number.**

Benefits include optional pension. The Trust has a dedicated Childcare Co-ordination Team which can support and advise on childcare related issues.

You will work as an integral part of the clinical team, and will be involved a wide range of day-to-day activities including: running Supported Self Management educational workshops, assessment and care planning, and supporting men to ensure they receive appropriate follow up care following their prostate cancer treatment.

You should have excellent communication skills, and be confident when leading group discussion. You should show initiative, and be able to work independently as well as part of a team. A tailored training and professional development package will be put in place to ensure you have the support required to succeed in the role.

For further information please contact Debbie Victor, Uro-oncology Clinical Nurse Specialist, c/o Urology Department, Royal Cornwall Hospital on 01872 253143 between 09:00-17:00 Monday to Friday

**Closing date for completed applications: (completed by recruitment team)**

**Interview date:**

*The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.*

## JOB DESCRIPTION

### 1. JOB DETAILS

Job Title: Prostate Cancer UK Support Worker

Grade: Band 4

Hours: 15 per week

Division: Surgery, Theatres & Anaesthetics

Location: Urology Department

### 2. JOB PURPOSE

The overall purpose of this post is to work independently but under the guidance and supervision of a registered practitioner, to enable and support patients who are on patient triggered follow up pathways, to be able to access resources and services which will help them to a more effective recovery and rehabilitation. The post will also act as a point of contact for those patients who will have been prepared by their clinical team for self managing their follow up – and will be able to sign post patients to appropriate support or deal with the issues as part of their role.

### 3. DIMENSIONS

#### 1. Communication:

Communicate effectively with patients and carers and with a wide range of clinical and non-clinical stakeholders in secondary and community settings. Communicate directly with patients and carers demonstrating empathy, understanding, diplomacy, honesty and integrity. Demonstrate an awareness of limits of practice and seek appropriate support and guidance. Actively engage with the key voluntary sector and community stakeholders.

#### 2. Patient Confidentiality:

Maintain absolute patient confidentiality at all times in accordance with Trust policy and the legal framework such as the Data Protection Act.

#### 3. Physical Skills:

Ability to undertake 'light lifting', to be mobile around the site and to travel between RCHT and other sites. To be able to sit at a PC for long periods of time

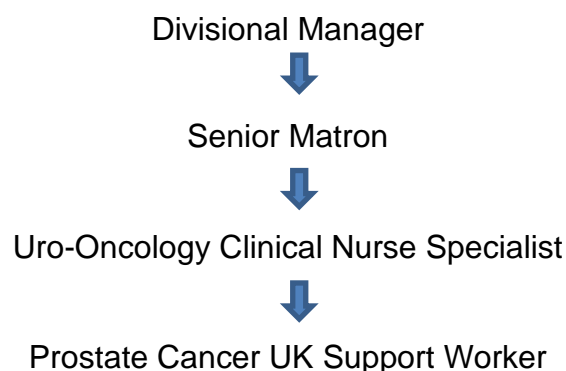
#### 4. Information Technology/System Utilisation:

Regularly utilise Trust Information Systems such as Clinical Care/Maxims for the creation of correspondence, reports and other documents. Develop a thorough knowledge and understanding of the Patient Administration System (PAS).

## 5. Mandatory Training/Development Review:

Attend corporate induction, participate and complete ongoing mandatory training including attendance at mandatory training sessions as directed. Participate in the Performance Development Review process (appraisal) in line with National and Trust Policies.

## 4. ORGANISATION CHART



## 5. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Educated to diploma level or equivalent experience. Vast administrative and organisational experience, of dealing with non-routine and complex problems and progress chasing. Ability to learn and assimilate information quickly to meet deadlines by prioritising and multi-tasking. To have awareness of limitations and boundaries. Ability to collect data and input electronically.

## 6. KEY RESULT AREAS

- 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 responses based on appropriate tools and procedures.
  - Coordinate the necessary assessments, investigations and appointments to fast track patients back for specialist review.
  - Refer and sign post to the clinical team as appropriate for complex decisions.
  - Provide basic telephone advice where appropriate and sign post other sources of support.
  - Monitor, audit and report on response times for access to specialist review when deemed necessary.
  - Coordinate access to personalised information and education the development, delivery resources for patients, and their carers, on PTFU pathways: and evaluation of tailored information and self management education.
  - Support information prescription delivery in consultation with health professionals and according to any agreed information pathways, including printing of information prescriptions.
  - Sign post to a range of agreed information and support resources.

- Collaborate and work closely with local providers of validated and high quality information resources, and user groups
  - Evaluate the range of channels used to provide information resources and review with all stakeholders, the need for further developments.
  - Undertake a focused mapping of the range of information/education support resources available in the local health and social care sectors.
  - Be responsible for ordering supplies and equipment relating to this function on behalf of the budget holder
- Proactively support and coordinate for the overall needs of patients on a patient triggered follow up pathway, using own judgement and escalating to the relevant practitioner as necessary:
    - Contribute to the holistic needs assessment and 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.
    - Coordinate transitions of care between service teams, or facilitation of service teams, or facilitation of service provision across interfaces of care – for example primary and secondary sectors. This may be at the point of commencing self managed follow up after treatment end, or a change to the follow up mode.
- Support and coordination of remote surveillance for patients on self managed follow up (PTFU) pathways to ensure risk free survivorship:
    - Communicate effectively with relevant MDT's and clinical teams to ensure that all new and migrated PTFU patients are identified for coordinated support as assessed by health professionals.
    - Be responsible for the regular monitoring, auditing and reporting of compliance with the remote surveillance pathways in line with the governance protocols.
    - Contribute to clinical/IT teams reviews of implementation issues of the remote surveillance systems and support and contribute to solution identification and resolution. Coordinate and support access to and delivery of self management programmes for patients and their carers.
    - Support the planning and delivery of self management workshops in collaboration with the relevant clinical teams, including agreeing annual timetables for workshop provision, organising venues, supporting recruitment and communication with patients and supporting delivery and evaluation of the 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.
    - In collaboration with other key providers of self management programmes locally, map the range of provision and availability in order to be able to signpost patients and the carers to appropriate events and resources to enable effective self management.
    - Provide an annual report on the outputs and outcomes of the self management interventions and resources provided and accessed including types of events, registrations and non attendance, time period in follow up, evaluations of events by patients, carers and clinical staff and need for future developments or disinvestment.
    - Be responsible for ordering supplies and equipment related to the function on behalf of the budget holder.

## 7. COMMUNICATIONS AND WORKING RELATIONSHIPS

Key relationships will be with:

- Uro-Oncology Clinical Nurse Specialist
- Consultants and other medical/nursing staff working in the Division
- Patients and carers

## 8. MOST CHALLENGING PART OF YOUR JOB

Maintaining robust practices to ensure that all areas of the role are maintained within the Service Delivery timescales for the Trust.

## 9. OTHER

- The Post holder must comply with all RCHT Policies and Procedures.
- The Post holder has a responsibility to take care of their own personal safety and others whilst at work. In addition, no person shall interfere with, or misuse anything provided in the interests of health, safety and welfare. Any employee who wilfully disregards Trust and Departmental policies may be liable to serious disciplinary action including dismissal.
- The Post holder must adhere to Trust and Departmental Child Protection and Safeguarding policies including employment checks.
- The Post holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.
- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

**THIS JOB DESCRIPTION WILL BE REVIEWED YEARLY AS PART OF THE ANNUAL INDIVIDUAL PERFORMANCE REVIEW, TO ENSURE THAT IT REFLECTS THE RESPONSIBILITIES OF THE POST. NO CHANGES WILL BE MADE WITHOUT FULL CONSULTATION WITH THE POST HOLDER.**

## 10. JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Head of  
Department Signature:

Date:

Title:

Please note:  
Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. A provisional offer of employment will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

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## Person specification for the post of: Prostate Cancer UK Support Worker

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>QUALIFICATIONS</b>	Diploma level qualification or equivalent experience e.g. good knowledge across a range of health or social care settings	Courses/further study attended to demonstrate evidence of personal development  Knowledge of medical terminology  Proficient in the use of Microsoft Word  NVQ Level 3	Application Form Interview References
<b>EXPERIENCE</b>	Administrative and organisational experience  Experience of dealing with non-routine and complex problems and progress chasing	Proficient in the use of hospital computerised patient systems	Application Form Interview Certificates
<b>PHYSICAL REQUIREMENTS OF THE POST</b>	Sickness absence should not exceed more than 4 occasions in the past 12 months of employment (or previous employment)  Undertake light lifting  Ability to be mobile around the site and to travel between UHS and other sites  To be able to sit at a PC for long periods of time  Professional appearance	Car driver	
<b>PRACTICAL AND INTELLECTUAL SKILLS (INCLUDING ANY SPECIAL KNOWLEDGE)</b>	Excellent communication skills  Able to learn and assimilate information quickly  Proven ability to work to deadlines, prioritise and multi-task  To have awareness of limitations and boundaries  Ability to collect data and input electronically		Interview References



<b>DISPOSITION / ADJUSTMENT / ATTITUDE</b>	<p>Friendly and approachable manner</p> <p>Polite, sympathetic, patient and diplomatic</p> <p>Able to get on with people and share knowledge with others</p> <p>Reliability - good time keeping</p> <p>Flexibility - able to work flexibly to accommodate peaks and troughs of activity</p>		<p>Interview</p> <p>References</p>
<b>TRAINING</b>	<p>Evidence of a willingness to undertake further training for personal development and maintain up-to-date skills or further skills.</p> <p>Mandatory training</p> <p>Attend training on 11/12<sup>th</sup> Feb 2015</p>	<p>Mandatory training already received within an NHS Trust</p>	<p>Interview</p>
<b>ADDITIONAL CIRCUMSTANCES</b>	<p>A criminal record check satisfactory to the organisation.</p> <p>Ability to undertake duties</p> <p>Requirement for frequent concentration. Prolonged VDU use.</p> <p>Smart appearance.</p> <p>Excellent attendance record.</p>		<p>Completion of DBS form and identity check at interview</p> <p>Interview</p> <p>Medical Questionnaire/OH Screening and References</p>

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Royal Cornwall Hospitals



NHS Trust



**NHS KNOWLEDGE AND SKILLS FRAMEWORK  
FORM FOR DEVELOPING AN NHS KSF OUTLINE FOR A POST (KSF1)**

**Title of Post:**

NHS KSF DIMENSIONS	Needed for Post?	Level for post				Areas of application
		1	2	3	4	
<b>CORE DIMENSIONS</b> – relates to all NHS posts						
1 Communication	Y		x			
2 Personal and people development	Y		x			
3 Health, safety and security	Y		x			
4 Service improvement	Y		x			
5 Quality	Y		x			
6 Equality and diversity	Y		x			
<b>SPECIFIC DIMENSIONS</b>						
<b>HEALTH AND WELLBEING</b>						
HWB1 Promotion of health and wellbeing and prevention of adverse effects to health and wellbeing	Y			x		
HWB2 Assessment and care planning to meet people's health and wellbeing needs	Y			x		
HWB3 Protection of health and wellbeing	Y		x			
HWB4	Y		x			

Enablement to address health and wellbeing needs						
HWB5 Provision of care to meet health and wellbeing needs						
HWB6 Assessment and treatment planning						
HWB7 Interventions and treatments						
HWB8 Biomedical investigation and intervention						
HWB9 Equipment and devices to meet health and wellbeing needs						
HWB10 Products to meet health and wellbeing needs						