

Insert Trust Logo

Job Title: Early Diagnosis Support Worker

AFC Band: Band 4

Hours: *insert as appropriate*

Directorate: *insert as appropriate*

Reports to: *insert as appropriate*

Accountable to: *insert as appropriate*

Role summary:

The post holder will be an integral part of the (gynae) Cancer Team, to assist, support and co-ordinate the diagnostic pathway for patients. 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. 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 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. A key aspect of the role involves daily and direct (e.g. face to face and telephone) communication with patients, relatives, carers, and other health and social care professionals. The information and nature of the communication required is sensitive due to the nature of cancer. Communication in this context requires a high degree of empathy, understanding, diplomacy, honesty and integrity and for this reason post holder will have excellent communication skills and be willing to undertake on-going training and development.

The role will be critical in the patient experience of their cancer journey, along with making supporting achievement of the 28 and 62 day cancer standards. It is expected that the post holder will be able to work autonomously, using their own initiative and within a specialised team. The post holder is expected to be familiar the healthcare context, with knowledge and evidence of medical terminology, and educated to a level required to perform the role (Level 3 Health and Social Care qualification) or equivalent experience.

Key Duties and Responsibilities:

The duties and responsibilities listed below are not an exhaustive list and may be subject to change depending on business need. In addition all staff are expected to act in accordance with the values and behaviours of the Trust

Specific Dimensions

Co-ordination of services

- Co-ordinate and track patient pathways, in particular during the diagnostic period, under the supervision of the Nurse Specialist.
- Pay particular attention to complex patient pathways which may need close monitoring and re-adjustment to maintain optimal pathway standards.
- Liaise closely with the MDT co-ordinator ensuring robust systems of notification and where appropriate co-ordinate transfer of care.
- Under supervision of the CNS deliver patient-centred support and education as necessary to non-complex patients, and in some cases, complex patients.
- Encourage and support active and healthy lifestyle choices.
- Support patients and their families to understand what signs, symptoms or situations to be aware of that would indicate concern.
- Advise patients and their families on how to make contact with the Trust when they feel that there are delays in their pathway or require additional information.
- 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.
- Ensure that the patient, where applicable, follows the optimal care pathway, and escalate if any issues arise or there are any delays.

Information Processing

- Registration of patients onto relevant databases ensuring all patient data, both clinical and personal, is electronically and accurately recorded.
- Support information prescription delivery; this may include printing out information prescriptions and assisting people accessing electronic information prescriptions.
- Arrange and book appropriate outpatient and/or diagnostic appointments.
- Document and monitor all aspects of care coordination and service delivery, supporting data collection to assist with quality improvement activities such as audits of services and outcome evaluation.
- Utilisation of local or Trust case note tracking system.
- Ensure investigation reports are obtained, shown to medical staff, action taken and filed in patient case notes as soon as possible.
- Manage workload and liaise with colleagues in periods of annual leave and sickness.
- Maintain an accurate database of patients including systems to track interval investigations and monitor incoming health status information from patients using the system.
- Use databases and computer packages to initiate and maintain records and generate statistics for analytical purposes.

Core Dimensions

General

- Assess and interpret the needs of individuals attending/contacting the service and respond effectively to the needs of individuals providing a professional quality service.
- Be frequently responsible for managing a range of ad-hoc situations and necessity to solve problems in an autonomous and timely manner.
- Regularly provide and receive complex or sensitive information.
- Occasionally deal with difficult and highly emotive situations in a sensitive manner using a high degree of empathy, understanding, diplomacy, integrity.
- Act autonomously in managing situations and know when to seek help.
- Provide information and signposting to other supportive services and liaise with clinical staff to support patients and carers in distress.
- Be responsible for own workload, providing advice within sphere of own knowledge and seek expertise as required.
- Be adaptable, multitask and prioritise under pressure working in an acute busy environment.
- Ensure that situations or enquiries requiring specialist intervention are referred appropriately and in a timely manner.
- Identify the complexity of the situation, providing appropriate advice and escalating to the registered practitioner where appropriate.
- Coordinate the patient pathway, ensuring robust communication between medical staff, GPs, patients, relatives, members of the public and other disciplines within the Trust.
- Coordinate the handover with other teams to facilitate safe and effective transition of care between services where appropriate.
- Act as advocate and facilitator to resolve issues that may be perceived as barriers to care.
- Be able to create reports where this is occasionally required.

Team Working

- Support the team in the effective use of resources, e.g. budget, supplies and materials.
- Contribute to the development and maintenance of relationships with other departments, wards within the Trust and external agencies, charities, and regional cancer centres.
- Work collaboratively with clinical/non-clinical services internal and external to the organisation to provide a seamless service which is responsive to individual patient's needs;
- Liaise with all members of the extended MDT to aid facilitation of a collaborative approach to the care of the patient.
- Be flexible in your approach, able to exercise initiative and demonstrate a consistently high standard of professionalism, being aware of the need for confidentiality and integrity.
- Comment on proposed changes to policies and procedures where required.
- Support and contribute to audit processes, governance, research, clinical research trials and service development.
- Provide a wide range of administrative and clerical support to the clinical team including data collection, stock taking, report writing, including annual report and operational policy.
- Support the MDT process to ensure compliance with cancer performance standards and reduce delays in the diagnostic pathway.
- Support the information needs of the individual cancer teams e.g. Quality surveillance programme and national audits.

Education/learning

- Demonstrate willingness to identify own learning and development needs and willing to undertake further study both formal and informal to meet these.
- Take responsibility for own learning and development by recognising and taking advantage of all opportunities to learn, including full participation in appraisal, supervision, action learning and by maintaining a professional/personal portfolio of learning.
- Assist with systems and processes to ensure that learning needs are identified and met and that all learning is planned, implemented, evaluated and shared in order to change and improve services according to changing health care needs.
- Advise patients on individual self-care management principles and provide consistent planned aftercare advice to reinforce and further promote this information.
- Deliver patient-centred, self-management support and education as necessary to patients.
- Support the delivery of patient and carer training and education.
- Demonstrate self-directed learning, actively seeking role development opportunities to enhance practice, knowledge and role progression.
- Identify personal education needs and skills development with the registered practitioner
- Demonstrate own activities to new or less experienced employees.
- Participate in patient and public involvement activities to promote the service including awareness and promotional events outside of the centre.

Communication

- Develop and maintain effective working relationships with clinicians, managers and others within department and Trust wide service users.
- Be the point of contact for all routine enquires facilitating communication and information flows, initiating and responding to correspondence and resolving enquiries.
- Organise incoming and outgoing mail both paper and electronic.
- Liaise with GPs/cancer services as appropriate.
- Liaise with patients and other consultants' secretaries.
- Work with other support workers across the region to adopt best practice.
- 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.
- Use 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 review.
- Provide basic telephone advice and refer on or sign-post to other sources of support.
- Coordinate/act independently to make outpatient appointments for those with abnormal results, fast track patients back into the system if required, and respond appropriately when faced with a sudden deterioration or an emergency situation by alerting other members of the team.

Health and Safety

- Be 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.
- 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.
- Demonstrate resilience required to work with periods of prolonged concentration.

- Demonstrate personal duty of care in relation to equipment and resources.
- Be able to maintain frequent periods of working in a desk based environment, and sustain moderate physical effort i.e. keyboard work.
- Ensure compliance with policies, procedures and clinical guidelines for self and others.
- Maintain systems and processes to promote a healthy, safe and secure working environment, ensuring compliance with legal and regulatory requirements, maintaining accurate documentation and reporting any concerns.

Equality and Diversity

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

Job Review:

This job description is not exhaustive and the post holder may be required to perform other duties commensurate with the role banding. 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.

PERSON SPECIFICATION

Post Title
Early Diagnosis Support Worker

Grade
Band 4

Directorate
insert

SELECTION CRITERIA	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Education & Qualifications	<ul style="list-style-type: none"> • Good General Education with GCSE English and Mathematics Grade C or above • ECDL or equivalent experience • Level 3 Health or social care qualification (eg. NVQ or similar) 	<ul style="list-style-type: none"> • Level 4 Health or social care qualification (eg. foundation degree) • Evidence of continued role development • Basic counselling 	Application form / Interview / Test / References
Knowledge & Experience	<ul style="list-style-type: none"> • Relevant Health or Social Care experience • Efficient in the use of Microsoft Word for Windows, Excel, Power Point, Outlook and internet. • Advanced knowledge of medical terminology. • Understanding of person-centred care. • Good documentation and written skills 	<ul style="list-style-type: none"> • Previous medical secretarial or administrative experience • Awareness of Improving Outcomes; A Strategy for Cancer and other national cancer policies • Knowledge of relevant cancer treatments, interventions and terminology. • Awareness of the individual needs of people affected by cancer 	Application form / Interview / Test / References

Communication & Relationship Skills	<ul style="list-style-type: none"> • Able to effectively provide, receive and communicate complex or sensitive information, requiring tact and empathy. • Able to build relationships with patients and colleagues in order to be able to gather the required information to make an informed decision about the care pathway • Demonstrate ability to communicate effectively with patients in potentially distressing situations 		Application form / Interview
Skills & Abilities	<ul style="list-style-type: none"> • Able to use own initiative and work without supervision. • Able to prioritise work and work of others. • Possess excellent communication skills. • Effective organisation skills. • Ability to communicate both verbally and non-verbally on a daily basis with people at all levels. • Good observation skills. • Practical problems solving skills. 		Application form / Interview
Special Requirements	<ul style="list-style-type: none"> • Ability to work flexibly dependant on the needs of the service. • Must be prepared to work across different hospital sites. • Ability to retrieve information from a wide range of sources and in different formats. • Demonstrate enthusiasm. • Empathic and caring nature, able to be sensitive to the needs of patients and their carers 		Application form / Interview