**Job Description**

**Job title: Cancer Support Worker**

**Band: 4**

**Directorate:**

**Site:**

**Hours:**

**Reports to: Clinical Nurse Specialist**

**Accountable to:**

**Job summary:**

The post holder will support the CNS to provide person centred care for those patients with secondary breast cancer. The Cancer Support Worker will work closely with existing health and social care professionals within the locality, to ensure that the dynamic patient pathway is integrated across health and social care, supporting patients to maximise their quality of life, whilst living with secondary breast cancer.

**Working relationships:**

**Key Relationships;** Patients with secondary breast cancer and their carers

**Internal**; Oncologists and supporting medical team, Local Specialist Palliative Care Teams, Local Research Team, Members of Breast Cancer Multidisciplinary Team, Breast Care Clinical Nurse Specialists, Acute Oncology Nurses

**External;** Local GP practices, primary and community Specialist Palliative Care Teams, out- of- hours care, social care providers, agencies that champion survivorship for patients with secondary cancer; pharmaceutical industry

**Expected Outcomes**:

Patients risk stratified into supported self-management care and supported by the Cancer Support Worker will be (Improving Outcomes: A Strategy for Cancer, 2011)

* Supported to regain as normal a life as possible whilst living with secondary breast cancer
* Given advice about how to minimise their risk of developing further cancer-related problems
* Given advice about possible signs of deterioration, progression of disease or long-term effects of treatment
* Enabled to re-access specialist health & social care services without delay should they need to do so.
* Supporting the Clinical Nurse Specialist to sustain services to deliver complex treatment plans that manage acute and chronic conditions associated with secondary breast cancer, by releasing more specialist clinical time to respond to actual and potential health problems appropriately.

**Budget responsibilities**: No budget responsibilities

**Dimensions:**

The post holder will be based at ……………... The CSW will work in collaboration with health and social care professionals and with external charities and agencies in primary care.

**Key Areas of Responsibility:**

**Accountability:**

Working under the guidance and supervision of a registered practitioner, the post holder will demonstrate an awareness of the limits of own practice and knowledge and when to seek appropriate support/advice.

 **1 Communication and relationship:**

Coordinate care by providing a single point of access, to triage appropriately according to health and social care need, including rapid re-entry into the system for those people identified as having urgent or specialist needs following a diagnosis of secondary breast cancer.

* Triage incoming calls, using a risk assessment framework and initiate appropriate response according to protocols and individual pathways, using good communication skills, basic clinical awareness and appropriate tools and procedures, liaising as appropriate 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 the necessary assessments, appointments or investigations to fast track people back into the system if required.
* Demonstrate the ability to recognise and respond appropriately when faced with a sudden deterioration or an emergency situation, alerting the team or enabling rapid response as appropriate
* Effectively communicate with patients and/or their families either face to face or on the telephone.
* Communicate and signpost to appropriate needs related information
* Guide people through the use of self-assessment resources
* Participate in collaborative discussions and collaborative enterprise with patient user groups
* Document and monitor all aspects of care coordination and service delivery, supporting data collection for audit

**2 Planning and organisational:**

**Coordinate care for people with Secondary Breast Cancer**

* Organise and prioritise the designated workload in relation to identified needs
* Evaluate outcomes of care delivery with key health care professionals
* Coordinate and organise appointments and assessments as required
* Make pre-planned outbound telephone calls to patients to assess ongoing needs to enable a proactive prevention approach
* Identify indicators of need or changes in need through telephone contact and respond appropriately
* Coordinate the handover with other teams to facilitate safe and effective transition of care between services in order to provide seamless support for people
* Act as advocate and facilitator to resolve issues that may be perceived as barriers to care
* Support the Clinical Nurse Specialist to plan the annual programme of expert speakers for the Breast Cancer Care Living with Secondary Breast Cancer service
* Track patient care/ interventions of those patients receiving care/interventions at tertiary hospitals, external agencies or charity organisations

**Coordinate education and support for people with Secondary Breast Cancer**

Support people to access appropriate information and support, by sign-posting to a range of support services and take an approach which helps people to self-manage where appropriate

* Advise patients on individual self-care management principles and provide consistent planned aftercare to reinforce and further promote this information
* Triage phone calls appropriately to the correct point of contact and health & social care need
* Deliver patient-centred, self-management support and education as necessary to non-complex patients.
* Support the delivery of patient and carer training and education.
* Encourage and support active and healthy lifestyle choices
* Coach patients and carers to understand what signs, symptoms or situations to be aware of that would indicate concern.
* Coach patients and carers on how to make contact with the health care team when they feel that their condition or needs have changed, including what to do out of hours.
* Coordinate face to face appointments with the health care team for those with complex results from remote surveillance and monitoring investigations
* Comment on proposed changes to policies and procedures
* Support and contribute to audit processes, governance, research, clinical research trials and service development.
* Support, contribute and complete the advanced cancer databases for cancer data intelligence
* 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 Clinical Nurse Specialist
* Carry out administration duties as directed by the Clinical Nurse Specialist such as filing, requesting medical notes, faxing and photocopying information.

**Responsibility for policy / service development:**

The post holder will have responsibility for commenting on policy and contribute to service development.

The CSW will support the Clinical Nurse Specialist to deliver planned service improvement.

**Management responsibility:**

* The post holder will have responsibility for organising and managing their own activities and workload. They will have an identified group of patients under the supervision and guidance of the registered practitioner.
* Participate in annual appraisal and PDP.

**Mental and emotional effort:**

* The post will involve frequent exposure to distressing/highly distressing situations and require the potholder to know when and how to seek appropriate support/advice.

**Responsibility for research and development/audit:**

* Co-ordinate and participate in the audit and evaluation as directed by the Clinical Nurse Specialist.
* Report writing of audit results as dictated by the Clinical Nurse Specialist.
* Participate in research as dictated by the Clinical Nurse Specialist.

**General duties:**

* General administrative duties as dictated by the Clinical Nurse Specialist
* Data entry into management system for cancer intelligence and to support research active health care professionals to develop clinical trial portfolio
* Compiling cancer information packs for those patients with secondary breast cancer. Support the Clinical Nurse Specialist to deliver the Information Prescription service
* Clarifying / requesting patient’s appointments
* Adding patients onto appropriate clinic templates.
* Generating documents for Clinical Nurse Specialist role / Workforce planning.
* Completing demo-graphics / obtaining clinical Information such as scan reports / patient letters / MDM Outcomes from Electronic resources for referrals i.e. Hospice. Once clinical information reviewed and Clinical Nurse Specialist has signed – send to appropriate destination.
* Compiling peer review preparation.
* Requesting benefit forms for patients to include Attendance Allowance, PIP and blue badge in preparation of benefit clinic referrals
* Organise and provide administration support for the annual expert speaker programme and sending invitations for the monthly Breast Cancer Care Living with Secondary Breast Cancer Service
* Organise and provide administration support for external and internal presentations that profile services for people living with secondary breast cancer.

**Job description agreement:**

Signature of post holder:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_