



# Job Description and Person Specification



## Job Description

|                                 |  |
|---------------------------------|--|
| <b>Job Title</b>                | Cancer Follow Up Co-ordinator  |
| <b>Band</b>                     | Band 3   |
| <b>Hours</b>                    | Fixed Term contract for 2 years.<br>(Full and part-time positions available)   |
| <b>Department</b>               | Cancer Services  |
| <b>Division</b>                 | Cancer Services Division   |
| <b>Location / Hospital Site</b> | Will be based on one site but potentially travel or cover other sites remotely |
| <b>Responsible to</b>           | Lead MDT Coordinator/Patient Pathway Coordinator Lead                          |
| <b>Accountable to</b>           | Lead Cancer Manager  |
| <b>DBS Level</b>                | Standard check   |
| <b>DBS Barring</b>              | Standard check   |
| <b>DBS Workforce</b>            | Adults   |

## Role Summary

The purpose of the role is to provide support to the cancer multidisciplinary team (MDT) by proactively tracking patients on the Cancer patient tracking lists (PTLs) within the Somerset Cancer Registry to ensure that the patient progresses through their cancer pathway until discharged.

The post holder will therefore need to have or develop specialist knowledge relating to specific cancer pathways in order to deal with often, complex and sensitive information, respond to queries and collect appropriate information and data about the pathway.

The post holder will be responsible for developing and/or monitoring standard operating procedures around their specifics of their working practice site in order that adequate cross cover can be provided during times of staff leave and sickness. They should also be familiar with all generic departmental procedures.

The post holder will work independently ensuring that all tracking comments, actions, contacts with patients and staff and other data and information that supports the patient's pathway is recorded in a timely manner and to a good quality standard so that national data submissions are accurate.

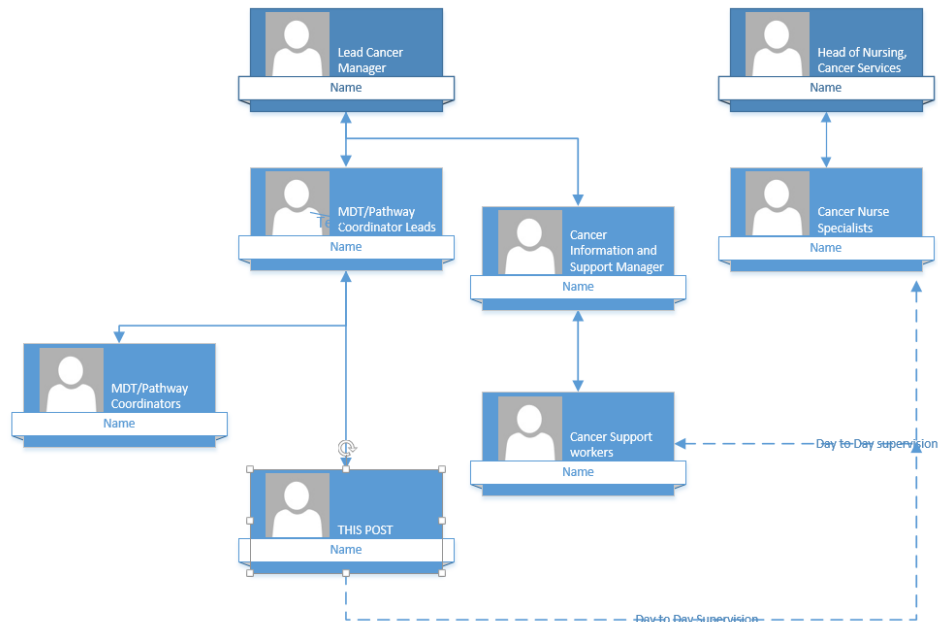
The post holder will liaise with patients to ensure that they complete symptom questionnaires in a timely manner and encourage patients to attend their surveillance tests.

## Key Working Relationships

The post holder will work closely with the Cancer Nurse Specialist, Cancer Support worker, specialty secretaries and MDT Coordinator/Patient pathway coordinators for their specialist

area. The post holder will build good working relationships with both internal and external diagnostic test providers, the wider MDT and Cancer Teams.

## Structure Chart



## Main Duties and Responsibilities

### Communication

- Build relationships with a wide range of staff both internally and externally to undertake job role.
- Regularly communicate with patients to support them with the completion of symptom questionnaires.
- Liaise with all diagnostic departments internally and externally to ensure that patient's tests are booked, undertaken and reported.
- Ensure all interactions with patients and staff are accurately recorded on the Trust's Cancer Register (Somerset).
- Distribute standard correspondence and/or contact patients (as defined in specialty specific standard operating procedures).
- Participate in PTL review meetings
- Escalate concerns to the appropriate or agreed MDT member.
- Attend and occasionally lead the cancer department daily huddles to ensure the trust communications and any changes in policy and procedures are received.

### Service Delivery and Improvement

- To have specialist knowledge of specific cancer pathway procedures and clinical protocols and contribute to MDT policies and procedures, especially those associated with tracking, implementing practice as agreed
- To monitor patient pathways, escalating any breaches in pathway compliance and test results outside of range (as documented in clinical protocols)
- To develop specialty-specific work practices to enable cross cover.
- To distribute patient experience surveys when required.
- To provide any requested support to the MDT to ensure the implementation and monitoring of changes to the patient pathway ensuring a continuous cycle of improvement.
- To participate in staff surveys.
- Contribute to any patient letters/information leaflets designed by the MDT.
- To maintain a regular stock of patient information leaflets, ordering from suppliers and using I-PROC

### **People Management and Development**

- Develop and or monitor standard operating procedures around specific working practices within sphere of responsibility.
- Demonstrate own duties to new starters, less experienced staff and those in other cancer tumour groups.
- Advise members of the MDT on the use of the Cancer PTL: act as champion/Super user.

### **Patient Care Delivery**

- To provide general non-clinical advice to patients as a result of their telephone/email queries especially appointments and information around agreed clinical protocols.
- To signpost patients with any clinical queries to the Cancer Nurse specialist/s.
- To signpost patients with specific information queries to the Cancer Support workers.

### **Learning and Development**

- To assist with the recruitment of similar roles within the division.
- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager
- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, the post holder maybe asked to flexibly undertake other

duties that are consistent with the role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

## Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

***‘excellent care every time’***

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

## Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
  - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
  - The patient being at the heart of every element of change

- Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
- Continuous improvement of our services through small steps of change
- Constantly testing the patient pathway to see how we can develop
- Encouraging frontline staff to lead the redesign processes
- Equal voices for all
- Engagement of staff is a big factor in job performance.
- Good engagement leads to improved quality, mortality and safety measures

## Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

## Equality, Diversity and Inclusion

E & D Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities.

Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective.

All staff have a duty to report any behaviours which contravene this to their managers.

## Workplace and Environmental Factors

|                  |  |
|------------------|--|
| <b>Physical</b>  | Computer use for data and information entry, Keyboard skills, occasionally lifting boxes of information leaflets to restock shelves.           |
| <b>Emotional</b> | Reviewing patient's test results. Solve queries from sometimes distressed patients, investigating anomalies in patient surveillance schedules. |

|                           |   |
|---------------------------|---|
| <b>Mental</b>             | High level of concentration required to manage patients on a surveillance system, using data analysis skills and presentation skills to convey regular reports. |
| <b>Working Conditions</b> | Standard working conditions. Continual use of VDU.  |

## Person Specification

| Requirements                     | Level required   | How assessed | Level required  | How assessed |
|----------------------------------|--|--------------|---|--------------|
|                                  | Essential  |              | Desirable   |              |
| <b>Experience/Qualifications</b> | Minimum of 5 GCSE's or equivalent<br>Educated to NVQ level 3 or equivalent level of experience | AF           | EDCL or equivalent  | AF           |
|                                  | Excellent IT skills with an understanding of word, excel and power point, outlook              | AF           | Broad understanding of Cancer pathways and Cancer Waiting times standards.<br><br>Previous NHS experience in an administrative role, ideally within cancer services<br><br>Teaching/coaching experience | AF<br><br>AF |
| <b>Skills</b>                    | Excellent verbal and written communication; ability to use judgement when communicating.       | I            | Experience of communicating with patients   | AF           |
|                                  | Negotiation and persuasion skills.   | I            |   | AF           |
|                                  | Ability to escalate issues outside scope of practice   | I            |   |              |
|                                  | Experience of producing reports and/or information for analysis/review                         | AF, I        | Experience of being involved in Service Developments  | AF           |
|                                  | Experience of managing databases   | AF           |   |              |
|                                  | Experience of working to specific protocols.   | AF           |   |              |
|                                  | Ability to initiate change to improve efficiency   | I            |   |              |

|                                    |  |    |  |  |
|------------------------------------|--|----|--|--|
|                                    | Person spec in skills -<br>Evidence of having undertaken own development to improve understanding of equalities issues | I  |  |  |
| People Management and Development  | Experience of training others in own area of work  | AF |  |  |
| Specific Requirements              | N/A  |    |  |  |
| Freedom to Act                     | Ability to work on own initiative with minimal supervision   | I  |  |  |
| Equality, Diversity, and Inclusion | Evidence of having championed diversity in previous roles (as appropriate to role).                                    | I  |  |  |