

JOB DESCRIPTION

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| Job Title: | Support Line Nurse/ Support Line Casual Nurse |
| Department: | Support Services Team |
| Reporting to: | Senior Support Line Nurse |
| Location: | Homebased |

PURPOSE OF ROLE

The post holder is responsible for providing accurate, timely, relevant, and up to date clinical and emotional support to anyone accessing Tenovus Cancer Care Services through the Support Line. They will provide information and advice on all aspects of cancer and its treatment from worried about cancer to palliative intent and end of life care to anyone affected by cancer. The post holder will provide appropriate professional information, advice, emotional and psycho-social support to patients, liaising with and, where appropriate, referring internally or externally to other teams or organisations. This information and support will be provided via the telephone, through the internet or face to face

The post holder is required to work over 7 days including bank Holidays

MAIN DUTIES AND RESPONSIBILITIES

Operational:

- Provide accurate, appropriate, and timely evidence based clinical information, practical and emotional support and to all people contacting the Support Line.
- To make outgoing proactive calls to people affected by cancer who have registered for a call back service. To fully assess the patient's response to Systemic Anti-Cancer Therapy (SACT) in line with the UKONS triage tool
- Assess the physical and emotional impact on health and well being that a diagnosis of cancer has on patients and offer advice and signposting internally within the organisation and externally to maximise the health and wellbeing of a patient
- Liaise directly with Health Boards who have referred patients to the call back service where symptoms i.e., toxicity have been identified
- To receive ad hoc incoming calls from patients and families asking questions from worried about cancer to end of life. Assess the physical and emotional needs of the individual and help them understand the disease, the treatment plan, and any possible side effects. Answer questions and signpost to other support and resources where needed
- Communicate sensitive information to patients and health professionals in an efficient but effective manner; using advanced communication skills to address complex and difficult conversation
- Identify barriers to communication and use training , experience and professional strategies to overcome these

- Respect patient confidentiality at all times and ensure that autonomy and privacy are preserved in line with the General Data Protection Regulations
- To deliver compassionate person-centred care for patients and their families/carers that promotes dignity and respect
- Report immediately any safeguarding issues that are raised during conversations with patients
- Work as part of the wider Tenovus Team to ensure service users receive the best possible service
- To maintain professional registration and competence within the specialist field
- To take part in bimonthly 1-1 and annual end of year review
- Record accurate client details utilising the Dynamics database,

Partnership Working

- Work closely with partner organisations and other health professionals to ensure the best possible outcomes for all patients.
- Maintain effective communication links with other members of the Charity in order to ensure consistency of information and to review, facilitate and share best practice.
- Identify and maintain supportive networks for self and other nursing staff within and beyond the organisation.
- Participate in service development projects
- Help induct new staff to the service

Continuous Professional Development:

- Maintain professional registration and practice in line with NMC and revalidation. Act within the Professional Bodies Code of Practice
- Continue to develop specialist skills and knowledge within the field cancer Nursing and maintain current knowledge of new treatments and advancements in cancer treatment and care
- Take part in peer review and reflective practice to facilitate personal and professional development.
- Undertake, as directed learning activities/courses/training which are relevant to the role and as part of individual development in line with service needs and NMC regulations
- Undertake Mandatory training annually which are essential for the role and to maintain safe practice
- Ensure accurate knowledge of all working practices and procedures to ensure continuation of service provision in the absence of colleagues across all areas of the Support Line
- To deliver hospital and / or patient group talks as required
- Carry out any other commensurate duties as required.

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post. You will be subject to annual performance reviews which will incorporate a review of these duties and performance over the year.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018.

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day to day activities.

PERSON SPECIFICATION

| Experience & Knowledge | Essential | Desirable |
|---|-----------|-----------|
| Registration on Part 1 of NMC Register (RGN or RN Adult) | * | |
| Nursing Degree or equivalent | * | |
| At least 3 years post registration experience | * | |
| Knowledge of NMC standards and limitations of professional practice | * | |
| Experience of working with cancer patients in a clinical setting | * | |
| Experience in oncology /palliative care with underpinning knowledge of malignant process, treatment Plans, Systemic Anti-Cancer therapy (SACT) and Radiotherapy | * | |
| Experience and knowledge of the psychosocial impact a diagnosis of cancer can have on patients and their families' significant others | * | |
| Experience and knowledge of the Cancer survivorship focusing on the health and well-being of a person with cancer from the time of diagnosis until the end of life. This includes the physical, mental, emotional, social, and financial effects of cancer that begin at diagnosis and continue through treatment and beyond. | * | |
| Evidence of Continuous Professional Development | * | |
| Experience of working with or managing volunteers | | * |
| Experience of delivering face to face training | | * |
| Skills: | | |
| Excellent communication and interpersonal skills | * | |
| Excellent IT skills | * | |

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| Ability to manage workload and reallocate and delegate where needed | * | |
| Ability to use initiative and work unsupervised | * | |
| Ability to work as part of a team | * | |
| Excellent time management skills | * | |
| Experience of delivering holistic, patient centred care. | * | |