

JOB DESCRIPTION

Job Title:	Support Line Nurse Manager
Department:	Research & Support
Reporting to:	Head of Support Services
Location:	Home based

PURPOSE OF ROLE:

The post holder is responsible for the professional management of the Support Line clinical team, providing visible and accountable leadership to support the running of the nurse led service.

To function as an expert clinical practitioner within cancer care - delivering patient care whilst, managing, leading, co-ordinating and overseeing nursing practice. To be responsible for the quality of information and advice provided, by telephone, email and through the internet, on all aspects of cancer and its treatment from those worried about cancer to palliative and end of life care to anyone affected by cancer. Ensuring that clinical and emotional support for anyone accessing Tenovus Cancer Care services through the support line is accurate, timely, relevant and up to date.

Supporting and working closely with other managers across the Support Services to seamlessly refer between teams and to external stakeholders, where appropriate, in order to fully meet the needs of the client

MAIN DUTIES AND RESPONSIBILITIES

Operational:

- Develop new, and maintain existing partnership links, with external organisations that provide support and information for Tenovus clients.
- Commitment to working and engaging constructively with internal and external stakeholders on a range of business sensitive issues
- Support the Head of Support Services with development of the service as required
- Work closely with partner organisations and other health professionals to ensure the best possible outcomes for all patients/clients.
- 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.
- Provide accurate, appropriate, and timely evidence based clinical information, practical and emotional support to all people contacting the Support Line including:-
 - To receive ad hoc incoming calls from patients and families asking a range of questions from initial worries about cancer to end of life.
 - Assess the physical and emotional impact on health and wellbeing 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
 - Communicate sensitive information to patients and health professionals in an efficient but effective manner; using advanced communication skills to address complex and difficult conversations
- Ensure that there is efficient and effective utilisation of all resources required to deliver optimum quality care.
- Record accurate client details utilising the Dynamics database assist in the analysis of the data collected and participate in internal audits to improve service delivery
- To make outgoing proactive calls to people affected by cancer who have registered for a call back service fully assessing the patient's response to Systemic Anti-Cancer Therapy (SACT) in line with the UKONS triage tool
- Liaise directly with Health Boards who have referred patients to the call back service where symptoms i.e., toxicity have been identified
- Identify barriers to communication and use own training 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
- Deliver training and induction programmes for new Support Line and other staff and volunteers

People Management:

- Manage the Support Line Nursing team, ensuring they are working to agreed objectives of the organisation and in line with legislation, the NMC regulations guidance, standards, local procedures and priorities.
- Provision of appropriate training and development opportunities to the nursing team in line with the NMC revalidation requirements
- To ensure that Nurses have active registration with the Nursing Midwifery Council
- To act as a revalidation confirmer as required by the NMC to demonstrate that the nursing team have met the requirement for revalidation

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

Prepared by: Helen Powell

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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.

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 and the EU General Data Protection Regulation ('GDPR')

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 everyone's responsibility to fulfil a proactive role to the management of risk in all of their actions. This involves 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

	Essential	Desirable
Experience & Knowledge		
Registration on Part 1 of NMC Register (RGN or RN Adult)	●	
Nursing Degree or equivalent	●	
At least 3 years post registration experience	●	
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 Cancer survivorship with a focus on the health and well-being of a person with cancer from the time of diagnosis until the end of life.	●	
Knowledge of NMC standards and limitations of professional practice	●	
Experience of using an IT database and collating accurate patient records	●	
At least 3 years post registration experience	●	
Experience of working with cancer patients in a clinical setting	●	
People leadership, management or supervision experience	●	
Experience of carrying out supervision activities as part of nursing work	●	
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	●	
Empathetic approach to working with people affected by cancer	●	
Ability to multi task, problem solve and create solutions	●	
Ability to take responsibility for a group of patients as required	●	
Accuracy skills to record information correctly	●	

Able to explain complex information in an easily understandable way	●	
Role model your behaviour to demonstrate the organisation's values	●	
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	●	
Able to talk with confidence in front groups of peers and medical professionals		●
Excellent IT skills including Microsoft Word and Excel		●
Ability to communicate through the medium of Welsh or a desire to learn		●