

## Cancer Care Co-Ordinator

**Title:** Cancer Care Co-Ordinator

**Band:** Band 4

**Staff Group:** Admin and Clerical

**Reports to:** HODU Unit Manager

### Job Summary:

- Under the guidance and supervision of the Unit Manager, Service Manager and Nursing Team, , provide care and support to patients with a diagnosis of cancer.
- Ensure patients have follow up assessments, investigation and appointments booked in a timely manner.
- Ensure patient safety is maintained and patient experience is positive by treating all patients, relatives and colleagues with respect, dignity, and courtesy in accordance with Trust values.
- Ensuring that at all times you act within your scope of practice and understand your limitations of practice.
- Under the guidance of the nursing team, ensure patients navigate the complex booking system following on from their initial referral for treatment.
- Ensure patients are informed of the services offered by our onsite Macmillan Centre and complete a referral if required.
- Manage and maintain the Homecare treatment service.

### Key Responsibilities:

#### **Proactively support and co-ordinate the needs of patients undergoing treatment for Cancer.**

1. Co-ordinate the transfer of care between service teams, or facilitation of service provision across the multidisciplinary teams. Escalate concerns or issues raised to the relevant teams.
2. Make pre-planned outbound telephone calls to patients if required to support the patient's treatment.
3. Contribute to and attend the clinical/cancer services management team reviews of any issues in relation to the patient pathway.
4. Ensure any medical concerns are escalated to the Nursing team as they may require a more expert/clinical opinion.
5. Inform patients who when they require blood tests prior to treatment.
6. Co-ordinate follow-up appointments, PICC appointments, blood tests and chemotherapy bookings and ensure appointments are made.
7. Recruit to, co-ordinate and manage patients on the Homecare Service, to include patient education, arranging blood tests, scheduling and liaising with external providers.

#### **Co-ordinate access to patient information and education resources for patients.**

1. Be aware of the range of information/education support resources available to our patients within the cancer service.
2. Support the delivery of information in consultation with health professionals and according to any agreed information pathways, including printing off information from secure websites, e.g. Macmillan.
3. Collaborate and work closely with local providers of validated information resources, users and user groups, including the Macmillan Cancer Information and Support Centre and other registered providers.

## Communication

1. Communicate directly through telephone or face to face contact with patients and carers demonstrating empathy, understanding, diplomacy, honesty and integrity.
2. Demonstrate an awareness of practice and seek appropriate support and guidance.
3. Communicate with referring centres either by email, telephone or letter in an appropriate manner to ensure that they are aware of the patient's progress.

## Team working

1. Undertake specific organisational and administrative duties as required.
2. Treat all patients and colleagues with respect in accordance with Trust values and Equality and Diversity Policy.

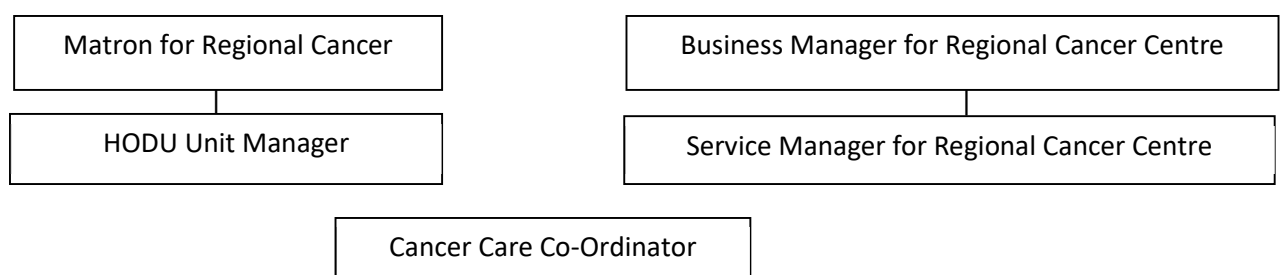
## Other

Job Holders are required to:

1. Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
2. Always keep requirements in mind and seek out to improve, including achieving customer service performance targets.
3. Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities, and No Smoking.
4. Act in such a way that at all times the health and wellbeing of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.
5. Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date.
6. Report adverse incidents in accordance with Trust policy.
7. Record and report information onto patient administration systems in written and electronic format, including assisting generic admin duties to assist the team.
8. Promote and demonstrate effective verbal and non-verbal communication at all times with patients, relatives and colleagues recognising the need for tact, consideration and confidentiality.

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## Organisational Chart





## Management Essentials

We are proud to offer a comprehensive development programme, Management Essentials, designed to equip staff with the skills and knowledge to become effective managers.

This post has been identified as a role that will benefit from this training, and you will be able to enrol in both mandatory and, relevant, optional modules upon commencement with the Trust.

Please click [here](#) for further information on the Management Essentials programme.



## Leadership Insights

Additionally, our new leadership development programme, Leadership Insights, aims to help all newly promoted, existing and aspiring leaders, at every level at the Trust, to recognise, reflect and role model the core principles of people-centred leadership.

If, this is of interest to you, you will be able to enrol upon commencement with the Trust.

Please click [here](#) for further information on the Leadership Insights programme.

## Person Specification

### Qualifications and Experience

#### *Essential*

- QCF or BTEC or equivalent (NVQ) Level 2 qualification in Health and Social Care/Clinical Health
- OR completion of NHSP Care Support Worker Development Programme with 3 months experience as a Health Care Support Worker
- English and Maths GCSE or Functional Skills Level 1
- Experience of working with people in a caring setting
- OR experience of working with people in a customer service setting
- Experience of data management
- Desire to deliver compassionate hands-on care in the hospital environment

#### *Desirable*

- QCF Level 3 (or equivalent) in care or modules relevant to the area.
- Level 2 English and Maths
- Experience within a hospital setting as a Health Care Support Worker

### Skills and Knowledge

#### *Essential*

- Ability to work as part of a team
- Effective patient/client care skills
- Excellent verbal and written communication skills.
- Able to meet the minimum skill set within first twelve months of appointment with support and development where required (list of skills as defined in generic competency framework).

#### *Desirable*

- IT skills
- European Computer Driving Licence (ECDL)

**Other**

- Motivation to meet the patients needs for self and others.
- Ability to demonstrate confidentiality and trustworthiness.
- A willingness to be flexible and part of a team.
- Ability to juggle many priorities at one time, whilst remaining calm

**Working Together For Patients with Compassion as One Team Always Improving**

**Strategic approach** (clarity on objectives, clear on expectations)

**Relationship building** (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

**Personal credibility** (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

**Passion to succeed** (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

**Harness performance through teams** (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff , respect diversity)

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**Print Name:**

**Date:**

**Signature:**