



**University Hospitals  
of North Midlands**

NHS Trust

# Job Description and Person Specification

**PROUD  
TO  
CARE**



# Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

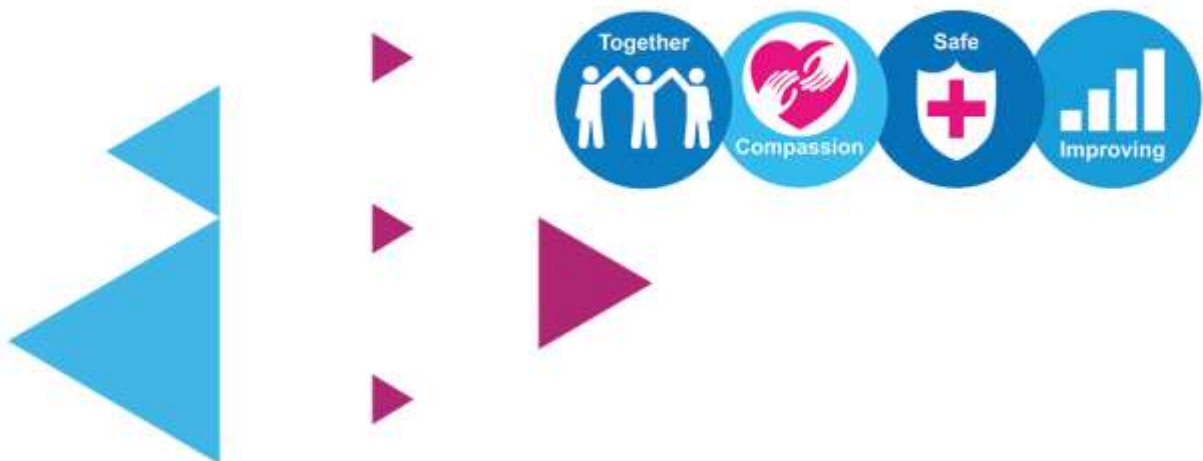
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone. The Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at [www.uhnmcharity.org.uk](http://www.uhnmcharity.org.uk)



# Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



## Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



## Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



## Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



## Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

**Division: Central Functions****Job Title:** Cancer Patient Pathway Co-ordinator**Band:** 4**Location:** RSUH**Hours:** 37.5 hrs per week**Managerially accountable to:** Cancer Services Manager**Professionally accountable to:** Cancer Services Manager**Role Summary**

To engage with and work alongside health care professionals and administration staff working across the patient journey, in order to ensure that the patient and carer experience of care is central to every stage of their journey and that the patients progress is tracked through the care and core services such as Radiology and Pathology so that patients treatments progress in a timely manner. Escalating any deviation for the expected timed pathway to the relevant management teams

The Cancer Patient Pathway Co-ordinator (CPPC) is also responsible for co-ordinating efficient and effective MDT meetings and for ensuring that data relevant to the Cancer Standards is collected and made available. A key responsibility during the MDT meeting is to ensure the accurate electronic recording of the agreed MDT outcome.

The roles are generic and the post holder will be expected to work as part of a team to provide cover for other members of the CPPC team on the Royal Stoke and County sites.

The patient pathway co-ordinator will be responsible for the collection of data and preparation of statistical reports related to patients referred with potential cancer and confirmed diagnosed patients.

Identify areas for service improvement to streamline the patient journey and improve the quality of patient care.

**Key Areas/Tasks**

- Communicates with clinical and non-clinical staff concerning progress against the cancer wait times and patient treatment schedules for individual patients. Facilitates communication between different clinical services – the information may be of a complex or sensitive nature and the post holder will be required to use persuasive/negotiating skills in order to facilitate a smooth pathway
- Maintain effective communication and working relationships within the cancer support team, the clinical MDTs and the Trust and to establish relationships external to the Trust
- To ensure communication channels are used appropriately to facilitate the flow of information internally and externally



- To provide cover and support for other members of the CPPC team, as required.
- To co-ordinate and lead on the smooth running of MDT meetings and the provision of seamless pathways of care for patients.
- To liaise with members of the MDT's and other departments within the Trust in order to identify patients to be discussed
- Ensure that arrangements are in place to communicate the outcome of MDT discussions to the relevant Health Care Professionals in a timely manner, as agreed with the MDT
- Ensure that the agreed outcomes are actioned in a timely manner
- To report, highlight and, where appropriate, investigate instances of delays in the patient journey and escalate in line with the departments escalation policy
- To ensure that necessary information is disseminated in a timely manner, using the most appropriate method. This may be requested by the Cancer Services or the Divisional Management teams
- Understanding of a range of work procedures and practices, the majority of which are non-routine, which require intermediate level theoretical knowledge. This knowledge is normally acquired through formal training or equivalent experience.
- Uses protocols agreed with the MDT to identify patients to be discussed at MDT meetings
- Uses judgements on content and timings of MDT meetings, patient delays, analysis of patient data and treatment plan information
- Reviews and utilises results of investigations /outcomes of clinics to determine next steps
- Uses judgement to make decisions on when to escalate potential breaches and deviation from the timed cancer pathway
- Is responsible for the calculation of WTA adjustments according to the CWT User Manual.
- Assessment of trends in data collected in order to identify issues in patient pathways for both individual and groups of patients and to make recommendations for remedial action
- To be responsible for administrative co-ordination of MDT meetings including preparation, organisation and circulation of agendas and lists.
- Be responsible for ensuring that any appropriate follow-up actions from MDT meetings are carried out.
- To work to regular deadlines for reporting of activity and performance.
- The post requires excellent keyboard skills
- Assists patients/clients/relatives during incidental contacts.
- Implements policies for own work area and proposes changes to working practices or procedures for own work area.
- The post holder will be expected to contribute to the continuous improvement and development of the service, identifying areas for change /improvement and implementing changes in practice identified through other routes
- Responsible for the safe use of equipment other than the equipment they personally use e.g. video-conferencing.
- The post holder will be responsible for day to day supervision and co-ordination of 1 or more members of the Cancer Services Support team, in particular Assistant Co-ordinators or Clerical officers, in order to provide administrative facilitation of MDT meetings.

- The post holder will contribute to the training and induction of new members of staff and support less experienced members of staff by sharing experience and offering advice on working practices.
- Updates computer databases e.g. Somerset/ Medway/ Microsoft applications
- Ensure all relevant data for NCASP (National Cancer Audit Support Programme) is captured and recorded in Somerset (where appropriate)
- Ensure the accurate and timely capture of data to meet the standards of the Trust and professional bodies
- To maintain an audit trail for individual patients in order to identify cancer pathway activity
- To locate missing data and to ensure the accuracy of data, especially that relating to patients
- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R & D, clinical trials or equipment testing.
- Is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is managed, rather than supervised, and results/outcomes are assessed at agreed intervals through the agreed Trust appraisal process.
- Will work within organisational policies and Standard Operating procedures
- Inputs data for a significant period of the day – predominantly using the Somerset Cancer Registry and other Trust systems
- There is a regular requirement (once or twice per week) to carry documents/move equipment etc
- Concentration is required for data analysis, tracking patients and meetings where there may be frequent interruptions.
- Frequent indirect exposure to distressing or emotional circumstances.
- Requirement to use VDU equipment more or less continuously on most days.

### **Personal/Professional Development**

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

### **Health and Safety**

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.

- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

## **Equality and Diversity**

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

## **Infection Prevention**

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

### **Trust Dress Code**

- Trust approved uniform/dress code must be adhered to
- When in clinical areas all staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

### **Hand Hygiene**

- Decontaminate your hands as the per 'The five moments of hand hygiene'

### **Own Practice**

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

### **Decontamination**

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

### **Trust Policies**

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

## **Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality**

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

## **Safeguarding Children, Young People and Adults with care and support needs**

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

## **Sustainability**



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed



a Sustainable Development Management Plan (SDMP): 'Our 2020 Vision: Our Sustainable Future' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

*SWITCH to a Sustainable UHNM* is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact [switch@uhns.nhs.uk](mailto:switch@uhns.nhs.uk)

## **Disruptive Incident & Business Continuity**

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

Signed Manager \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

## **Cancer Patient Pathway Co-ordinator**

### **Person Specification**

	<b>Specification</b>	<b>Criteria</b>		<b>Evidence</b>
		<b>Essential</b>	<b>Desirable</b>	
<b>Essential Qualifications</b>	<ul style="list-style-type: none"><li>• Educated to a minimum of HNC/Diploma level or equivalent experience</li><li>• Qualifications should be in a health care or computing sciences related topic.</li></ul>	✓	✓	Application Form / Certificates
<b>Knowledge, Skills, Training and Experience</b>	<ul style="list-style-type: none"><li>• Experience in a similar administrative role</li><li>• Computer Literacy</li><li>• Able to use the full MS Office suite, including Word, Excel, Access and PowerPoint</li><li>• Experience of data handling, analysis and reporting including report writing.</li><li>• Proven track record of working with confidential information</li><li>• Ability to produce clear, concise and accurate written work</li><li>• Effective interpersonal, written and oral communication skills</li><li>• Knowledge of medical terminology</li><li>• Ability to work as part of a team</li><li>• Ability to use own initiative</li><li>• Ability to prioritise one's own work effectively</li></ul>	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		Application Form / Interview

	<ul style="list-style-type: none"> <li>• Ability to establish rapport and credibility with medical staff, clinicians and other staff</li> <li>• Well motivated</li> <li>• Excellent organisational skills</li> <li>• Experience with Hospital IT and patient administration systems or with complex databases.</li> <li>• Previous NHS experience</li> <li>• Experience of involvement in service improvement initiatives.</li> <li>• Experience of audit processes</li> </ul>	✓  ✓  ✓	   ✓  ✓  ✓  ✓	
Personal Qualities	<ul style="list-style-type: none"> <li>• Signed fit by Occupational Health Department to undertake the role</li> <li>• Good attendance record</li> <li>• Smart, clean appearance</li> <li>• Willingness to undertake personal development</li> </ul>	✓  ✓  ✓  ✓		