

INDICATIVE ROLE SPECIFICATION FOR A MACMILLAN CANCER SUPPORT WORKER - CARE COORDINATION



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Introduction and context

Macmillan has been working with the Department of Health in England (DHE) and NHS Improvement on the National Cancer Survivorship Initiative (NCSI) to develop new models of aftercare following completion of treatment and rehabilitation, as the current model of follow-up is unsustainable. The emerging aftercare models demonstrate that care needs should be assessed at key transition points and a plan of care developed to reflect risk stratification into one of 3 levels of care (supported self-management, shared care or complex care) to ensure that people are supported by the right person with the right skills and knowledge, first time, to meet their individual needs.

Care coordination is not one person's role, job or responsibility. It is the joining up of services, coordination, information and communication between care givers, treatment providers, those living with and beyond cancer and their families that creates a seamless experience of care (NHS Improvement, 2011).

Macmillan has also worked with the DHE and Frontier Health Economics (Frontier Report, 2010) to determine the current gap in the workforce supporting cancer services and a model for the future has been developed, where up to 33% of cancer care could be delivered by a trained but unregistered practitioner. Macmillan has extended the Frontier Model to include all tumour types and all UK Nations.

In order to develop a sustainable aftercare model and provide the most effective and accessible care for people affected by cancer, there needs to be a change in the current cancer care pathway and the staff that are needed to support it. Increasingly, skill mix will be taken into consideration and some posts will need to be Level 4 roles on the NHS Career Framework (2009).

As one workforce solution, Macmillan has developed a Level 4 Role, called a Cancer Support Worker – Care Coordination, whose main purpose is to support those people stratified into level one – supported self-management - to navigate the complex health and social care system during and following completion of cancer treatment. Whilst the thinking to date has been focused on healthcare, much of the core elements of the role could be transferred to other settings.

The Cancer Support Worker Role needs to be seen in the context of the redesign of the whole care pathway, alongside other roles, rather than as an “add on” to what already exists and should not be used to replace specialist posts or support cost-savings alone.

Purpose

Macmillan has developed an indicative role specification to outline the tasks, skills, knowledge and behaviours required, which are transferable across the UK and across all care settings. This has been based on Agenda for Change National Job Profiles Band 4 and Skills for Health Core Standards for Assistant Practitioners. The purpose is to set the minimum standard for all Cancer Support Worker posts. Additional content can be added to this role specification according to local requirements. So this is the minimum expected of the role rather than an exhaustive list of everything a Macmillan Cancer Support Worker might undertake.

The **content** of the attached role specification must be **reflected** in all Macmillan Cancer Support Worker job descriptions (JD's), although the format and language is likely to differ according to the

partner organisation's (PO) preferences. Each MDM has the responsibility to agree this with the PO for every new post approved and must ensure that the contents are in line with this. There is an expectation that the regional SMDM's and General Managers will also take responsibility to check that JD's are reflecting our position before approving funding.

Cancer Support Worker roles developed in **Scotland** will continue to use the NES Capability Framework which was developed in partnership with Macmillan in 2007 as it is already accepted and widely used across the nation. Scotland has developed mandatory standards and a code of conduct for all healthcare support workers and **Wales** have developed their own standards for healthcare support workers, which will need to be taken into consideration when developing these roles in the devolved nations.

Scope of Role

The scope of the role will vary from setting to setting depending on the local priorities as determined during the set-up of the role and through the local Steering Group. Macmillan Cancer Support Workers will have core elements that are applicable to all roles regardless of their setting and additional elements can be added according to local need and setting. However, the following outline is based on the role in a healthcare setting, which would need to be adapted for use in other settings.

The Macmillan Cancer Support Worker will be responsible and accountable for their practice and behaviour under the guidance and supervision of a registered practitioner and be a member of an existing team.

Expected Patient Outcomes

Patients risk stratified into supported self-management care and supported by the Macmillan Cancer Support Worker will be (Improving Outcomes: A Strategy for Cancer, 2011)

- Supported to regain as normal a life as possible
- Given advice about how to minimise their risk of developing further cancer-related problems
- Given advice about possible signs of recurrence or long-term effects of treatment
- Enabled to re-access specialist services without delay should they need to do so.

Core elements of role

Under the guidance and supervision of a registered practitioner:

1. Coordinate care by providing a single point of access, including rapid re-entry into the system for those people identified as having urgent or specialist needs

To provide general information and support about cancer and cancer services, to enable people to navigate the health and social care system and make choices that are best for their cancer and their life. A key aspect of the role involves daily and direct (e.g. face to face and telephone) communication with patients, relatives, carers, and other health and social care professionals. The information and nature of the communication required is sensitive due to the nature of cancer. Communication in this context requires a high degree of empathy, understanding, diplomacy, honesty and integrity.

- Triage incoming calls, using a risk assessment framework and initiate appropriate response according to protocols and individual pathways, using good communication skills, basic clinical awareness and appropriate tools and procedures, liaising as appropriate when non routine and refer complex decisions to the team for assessment and review.
- Provide basic telephone advice and refer on or sign-post to other sources of support
- Coordinate the necessary assessments, appointments or investigations to fast track people back into the system if required

- Demonstrate the ability to recognise and respond appropriately when faced with a sudden deterioration or an emergency situation, alerting the team or enabling rapid response as appropriate
- Support information prescription delivery; this role may include printing out information prescriptions, assisting people accessing emailed information prescriptions, or offering to provide information prescriptions based on the all-cancers information pathway
- Communicate and signpost to appropriate needs related information
- Guide people through the use of self-assessment resources
- Document and monitor all aspects of care coordination and service delivery, supporting data collection for audit
- Demonstrate in practice the Macmillan Human Rights Standard for Cancer Care

2. Coordinate care for people with non-complex care needs (Level One – Supported self-management – NCSI risk stratification model)

To proactively identify patient and carer needs using knowledge, approved tools and procedures to ensure that people get the right support to meet their needs. The role requires use of judgment in responding to the needs of individuals. The level of judgment required relates to identifying the complexity of the situation, providing appropriate advice and escalating to the registered practitioner where appropriate

- Coordinate the care for a defined group of patients assessed by a registered practitioner as having level one care needs for supported self-management.
- Organise and prioritise the designated workload in relation to identified needs
- Contribute to the holistic needs assessment and the development of an individual care plan
- Implement, monitor and review the care plan with the patient and carer, in line with standard operating procedures and protocols and modify as appropriate
- Evaluate outcomes of care delivery with the registered practitioner
- Coordinate and organise appointments and assessments as required
- Make pre planned outbound telephone calls to patients to assess ongoing needs to enable a proactive prevention approach
- Identify indicators of need or changes in need through telephone contact and respond appropriately
- Coordinate the handover with other teams to facilitate safe and effective transition of care between services in order to provide seamless support for people
- Act as advocate and facilitator to resolve issues that may be perceived as barriers to care

3. Coordinate education and support for people with non-complex care needs (Level One – Supported self-management – NCSI risk stratification model)

To coordinate access to the right information and education resources to support people in making decisions about aspects of their own care, enable independence and support self-management as appropriate. Develop a partnership approach to working in order to empower the patient and carers.

- Support people to access appropriate information and support, by sign-posting to a range of support services and take an approach which helps people to self manage where appropriate
- Advise patients on individual self-care management principles and provide consistent planned aftercare to reinforce and further promote this information
- Deliver patient-centred, self-management support and education as necessary to non-complex patients, including how to self-assess
- Support the delivery of patient and carer training and education, including use of equipment
- Encourage and support active and healthy lifestyle choices
- Coach patients and carers to understand what signs, symptoms or situations to be aware of that would indicate concern

- Coach patients and carers on how to make contact when they feel that their condition or needs have changed, including what to do out of hours

Suggested additional elements for the role in a Healthcare Setting:

- Planning/inviting/organising of Health and Well-Being events or other supported self-management events
- Coordinate remote surveillance and monitoring through appointments for investigations and feedback of results for non-complex cases
- Coordinate face to face appointments for those with complex results from remote surveillance and monitoring investigations
- Comment on proposed changes to policies and procedures
- Support and contribute to audit processes, governance, research, clinical research trials and service development
- Coach patients and carers in the safe use of any equipment to be used at home.

Suggested additional elements for the role across all Settings:

- Provide general supervision of less experienced staff and support to other new Macmillan Cancer Support Workers and potentially undertake NVQ Assessments
- Demonstrate self-directed learning, actively seeking role development opportunities to enhance practice, knowledge and role progression
- Identify personal education needs and skills development with the registered practitioner
- Make sure that people affected by cancer are aware that they are interacting with a Macmillan professional and know about the full range of resources and services available through Macmillan.
- Actively engage with Macmillan Cancer Support to contribute expertise and experience and support the Macmillan Corporate Strategy.
- Carry out some administration duties required by the role
- Order supplies and equipment
- Understand that there will be frequent exposure to distressing/highly distressing situations and when to seek appropriate support/advice
- Demonstrate an awareness of the limits of own practice and knowledge and when to seek appropriate support/advice

PERSON SPECIFICATION FOR MACMILLAN CANCER SUPPORT WORKER

	<u>ESSENTIAL</u>	<u>DESIRABLE</u>	<u>EVIDENCE</u>
EDUCATION AND QUALIFICATIONS	<ul style="list-style-type: none"> • GCSE English Language and Mathematics (Grades A-C) or equivalent • NVQ4 or NVQ3 plus additional training to diploma level equivalent, or equivalent through short courses 	<ul style="list-style-type: none"> • Evidence of continued role development • Willingness to undertake Macmillan learning and development courses • Coaching or teaching qualification 	Application form CV Professional Portfolio Interview
RELEVANT EXPERIENCE AND KNOWLEDGE	<ul style="list-style-type: none"> • Relevant health or social care experience at AfC Band 3 or equivalent • Experience of multi-professional working • Experience in the use of data management • Evidence of good communications skills • Understanding of person-centred care • Understanding of the health and social care environment • Experience of coach/teaching patients and carers 	<ul style="list-style-type: none"> • Understanding of Macmillan Cancer Support and its role across the UK. • Experience in coordinating a patient workload • Awareness of Improving Outcomes: A Strategy for Cancer and other national cancer policies • Knowledge of relevant cancer treatments, interventions and terminology 	Interview References Application form CV Presentation
SKILLS AND ABILITY	<ul style="list-style-type: none"> • IT skills • Able to use own initiative • Effective organisation skills • Ability to communicate both verbally and non verbally on a daily basis with people at all levels 	<ul style="list-style-type: none"> • European Computer Driving Licence or equivalent 	Interview References Application form Presentation

	<ul style="list-style-type: none"> • Good observation skills • Practical problem solving skills • Ability to work within a team • Ability to motivate self and others • Flexible attitude to working • Accurate written communication of information • Ability to show empathy and understand the difficulties faced by people affected by cancer • Ability to prioritise own workload • Ability to ask sensitively about information needs • Ability to retrieve information from a wide range of sources and in different formats. 		
PERSONAL CAPABILITIES	<ul style="list-style-type: none"> • Calm and objective • Confident, yet approachable • Acts in a mature manner – both personally and professionally • Recognition of own limitations • Demonstrates enthusiasm • Able to travel between sites 		Interview
EFFORT	<ul style="list-style-type: none"> • Ability to deal with complex and difficult emotional situations 		Interview