



Neuroendocrine Cancer UK

Job Description

Job title: NCUK Cancer Support Worker

Hours: 1 X 37.5 or 2 X roles of 18 hours per week

Salary: £22,000 per annum

Reports to: Patient Engagement and Policy Lead (Registered Adult Neuroendocrine Specialist Nurse)

Accountable to: NCUK CEO

Job summary:

The post holder will provide support to the Patient Engagement and Policy Lead to provide person centred, supportive care, which compliments NHS care, for anyone affected by a diagnosis of Neuroendocrine Cancer (NC). The Cancer Support Worker will work closely with all the NCUK team supporting patients to maximise their quality of life, whilst living with NC.

Working relationships:

Key Relationships: Patients affected by NC and their loved ones

Internal: Patient Engagement and Policy Lead, NCUK CEO, Operations Manager and Digital Lead, NCUK Administration, NCUK Trustees, NCUK Multidisciplinary Expert Advisory Board

External: Local hospitals, specialist Neuroendocrine teams and Centres of Excellence, Maggie's, Macmillan and Cancer support centres, pharmaceutical industry, national and international colleagues, other rare and uncommon cancer charities.

The Role:

The NCUK 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. Working under the guidance and supervision of a registered practitioner, the post holder will demonstrate an awareness of the limits of own practice and knowledge and when to seek appropriate support/advice.

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- To support NC patients to regain as normal a life as possible whilst living with and navigating their treatment pathway.
- Communicating with our community and providing personalised and tailored responses to all enquiries and complaints
- Listening to the needs of each contact, and considering and understanding their personal experiences and motivations
- Being an information specialist and maintaining a broad knowledge of NCUK's campaigns
- To support the Patient Engagement and Policy Lead to sustain and develop a significant increase in demand of our services. To provide support, sign posting and guidance to the NCUK community, with a priority around peer-to-peer support and a patient buddying/support network
- Support care by providing the first point of contact, to triage appropriately according to health and social care need
- 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 Patient Engagement and Policy Lead team for assessment and review
- Provide basic telephone advice and refer on or signpost to other sources of support
- Demonstrate the ability to recognise and respond appropriately when faced with a sudden deterioration or an emergency call, and encourage contact with an emergency team/service
- Effectively communicate with patients and/or their families either face to face or on the telephone
- Communicate and signpost to appropriate needs related information
- Guide people using NCUK resources
- Participate in collaborative discussions and collaborative enterprise with patient Natter groups
- Document and monitor all aspects of care coordination and service delivery, supporting data collection for audit



- Act as an advocate and facilitator to support issues that may be perceived as barriers to care
- Deliver patient-centred, self-management support and education as necessary to non-complex patients
- Support the delivery of patient and supporter training and education
- 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 Patient Engagement and Policy Lead
- Carry out administration duties as directed by the Patient Engagement and Policy Lead

Requirements for the Role:

- Relevant health or social care experience
- Experience of multi-professional working
- Experience in the use of data management and data systems
- Strong IT skills
- Evidence of excellent communications skills
- An understanding of person-centred care
- An understanding of the health and social care environment
- Experience of coaching/teaching patients and supporters
- An understanding of Neuroendocrine Cancer UK and its role across the UK
- Experience in coordinating and prioritising a patient workload
- Experience of facilitating support groups
- An awareness of issues and challenges around rare and uncommon cancers
- An awareness of cancer policy, NHS structure and new initiatives that will support the rare and uncommon cancer community.
- Knowledge of relevant Neuroendocrine Cancer treatments, interventions, and terminology

Self-Management responsibility:

- The post holder will have responsibility for organising and managing their own activities and workload.
- Participate in annual appraisal and NCUK CEO.



Mental and emotional responsibility:

- The post will involve frequent exposure to distressing/highly distressing situations and require the postholder to know when and how to seek appropriate support/advice.

Responsibility for research and development/audit:

- Co-ordinate and participate in the audit and evaluation as directed by the Patient Engagement and Policy Lead.
- Report writing of audit results as dictated by the Patient Engagement and Policy Lead.
- Participate in research as dictated by the Patient Engagement and Policy Lead

Location:

The post holder can be home based if appropriate with designated visits to the NCUK office in Leamington Spa, for staff meetings and other events.

Travel may be required for Natter support group facilitation, patient education events, presentations, conferences, or educational initiatives.

About Neuroendocrine Cancer UK:

Neuroendocrine Cancer UK is a UK wide charity solely dedicated to providing support and information to those affected by Neuroendocrine Cancer.

We also act as advocates, working with healthcare professionals and health policy makers, to promote access to best care and treatments, increase awareness, encourage, and support clinical research and ultimately improve patient experience and outcomes.

Our vision is of a world in which people know how to recognise, diagnose, treat, care for, and ultimately, cure patients with Neuroendocrine Cancer.

Our purpose is to support and inform patients and families from diagnosis, enabling access to the best care and treatment, whilst stimulating Neuroendocrine Cancer research, increasing national awareness, and influencing improvements in outcomes.

Further information about our organisation, key pillars of activity and charity team structure can be found on our website: www.neuroendocrinecancer.org.uk



Recruitment Process:

- For any questions, to request an informal visit and/or discussion please email:
nikie@nc-uk.org
- Application form and covering letter to be sent to charity CEO:
catherine@nc-uk.org
- The closing date for formal application is 12pm on March 3rd, 2022

*Letter of formal application should address the job description, key aspects, job specifications, and illustrate your applicable skills and experience.

Data Protection:

By applying for the above role, you give consent to NCUK to use the personal information that you have provided to process your application for the above role. The information provided by you will be kept for the duration of the recruitment process and if you are unsuccessful, for no longer than 1 year after the application deadline date.

We will not pass any data to any third parties and your information will be kept securely in a digital format. Should you be offered the role, your information will be kept for the duration of your time with NCUK.

A full copy of NCUKs Data Protection and Privacy Policy is available on our website.

