

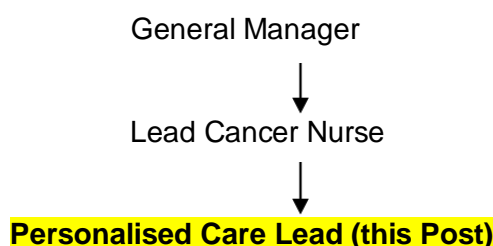
Job Description

Job Details	
Job Title:	Personalised Care Lead
Business Unit:	Clinical Support and Cancer Services
Department/Ward:	Cancer Services
Location:	Trustwide
Pay Band:	Band 7
CAJE No:	COM1598
Main Purpose of the Job	
<ul style="list-style-type: none"> • To facilitate the personalised care agenda by the provision of and access to support to help people manage and improve their health and wellbeing following a cancer diagnosis. • To support the health and wellbeing agendas, ensuring information is available about advice and support regarding behavioural and lifestyle factors that impact on health such as smoking, alcohol, weight and diet and activity levels. • Leads on the development, scoping, mapping, co-ordination, implementation and monitoring of Information Services for cancer patients across the trust's footprint. • Lead on the development of the personalised care and Prehabilitation agendas. • To combat and tackle health inequalities and improve quality of life for adult's experience cancer and/or living with and beyond a cancer diagnosis in Northumberland or North Tyneside localities. • Provides specialist advice on the use of the Personalised care objectives using health improvement theory, practice and resources to partner agencies building local capacity to deliver effective health improvement and information services. • Works with relevant clinical teams, Manager, Lead cancer Nurse, Public Health teams, and local agencies to ensure effective delivery the personalised and prehabilitation agendas. • To role model compassionate and inclusive leadership in order to shape the creation of a collective leadership culture within the trust. This means demonstrating a consistent leadership style which (a) engages, enables and empowers others (b) uses coaching to promote ownership of learning and quality improvement and (c) facilitates team working and collaboration within teams / departments and across organisational boundaries. 	

Dimensions

- To lead on the local implementation of the Personalised care agenda– to improve quality of life for people living with and beyond cancer across primary and secondary care settings.
- Increase informational support to patients to live well after treatment (secondary prevention) utilising existing support services, local and third sector agencies, through the development of a Sport and Information Service.
- Increase patient experience of their cancer care in primary and secondary care.
- Ensure consistence of care across Northumberland and North Tyneside, working with primary care, secondary care (cancer teams) in delivering Personalised care agenda Recovery (health needs assessment, treatment summaries, GP Cancer reviews, well-being events and information support).
- Support and bring about system change, implementing the agenda, as dictated by national and local drivers.
- Responsible for interpretation of national policy and guidance in relation to the Health Improvement/ - areas of responsibility and its application and implementation
- Ensures Health Improvement/LWBC agenda activity matches national and local policy and meets the needs of the population in addressing health inequalities.
- Influences and coordinates action and change in relation to the Personalised care goals.
- Manages elements of the Cancer Information & Sport team within locality.
- The post holder will be responsible for ensuring the staff under their management is facilitated to effectively deliver the agendas/Health Improvement programmes in line with expectations set out within the agreed areas of priority.
- The post holder will act autonomously and independently within their sphere of specialism but will work alongside other Public health Teams , cancer teams, third sector agencies and primary care to deliver the overall objectives/agenda.
- The post holder will be expected to work across all areas of Northumberland or North Tyneside (locality to be agreed) will be expected to represent the Trust at regional and national forums where appropriate.

Organisational Chart



1. Communications and Relationships

- Establishes and maintains effective communication, networking and partnership mechanisms between the community, voluntary sector and key stakeholder agencies at Integrated Care Partnership (ICP) levels.
- Communicates sensitive, complex potentially contentious information to a range of statutory, community & voluntary organisations, requiring persuasive and negotiating skills/presentation on a range of issues to large and small groups and in different settings.
- Develops effective links and promotes joint working in the community, including the voluntary sector, community groups, the ICP and other key stakeholders, enabling them to improve the health of local communities and highlight the Personalised care agenda.
- Represents the Trust in locality, county-wide, ICP and regional partnerships and steering groups.
- Represents the Trust Public Health provider function and provides a specialist Health Improvement input to ICP and Local Partnerships and other statutory/non-statutory bodies.
- Promote the role of volunteers and ensure recruitment, regular supervision and support is provided.
- Must be able to demonstrate the English language proficiency level required for this post

2. Knowledge, Skills, Training and Experience

- Degree or equivalent professional qualification of working in Health & Social care environment.
- Personalised care and/or public health skills and knowledge acquired through specialist training or demonstrable experience and knowledge of the personalised care agendas
- Expert Specialist knowledge, and clinical skills and experience in cancer pathways, personalised care or demonstrable experience in a cancer related post.
- Demonstrable experience of planning and delivering Health Improvement projects or Cancer related programmes in a variety of settings.
- Experience in Quality improvement projects
- Demonstrate a high level of interpersonal, communication skills (verbal and written), including the ability to present information using a variety of formats to a range of audiences.
- Demonstrate leadership within a team.
- Clear evidence of report writing ability and managing complex public health data
- Excellent organisational and time management skills
- IT skills/knowledge and ability to produce reports, presentations etc.
- Committed to the personalised care agenda and co-designing services with local people.
- Enthusiastic, self-motivated and ability to use own initiative.
- Work flexibly with professionals and service users within team and externally.
- To lead, inspire and motivate others to high performance by agreeing clear goals and objectives, providing support and guidance and creating opportunities for development.
- To contribute to the development of a culture of high engagement, where staff are empowered and entrusted to provide the best services and care for patients.
- To promote and facilitate innovation and continuous improvement to deliver better services for service users and patients.
- Accountability for the leadership of post holders' staff / teams / departments
- It is an essential requirement of the role that the post holder has a valid driving license and is either a car owner and able to use the car for work purposes, or has a Trust personal lease vehicle which may be used for the role. However, the Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role

Desirable

- Public Health or related Post Graduate Masters Qualification
- Counselling skills
- Demonstrable experience of managing staff, including experience of recruitment, appraisal and performance management
- Knowledge of or experience in coaching and mentoring practices and tools
- Knowledge of or experience in Quality improvement tools, techniques and methods

<p>3. Analytical Skills</p> <ul style="list-style-type: none"> • Assess patients using highly developed clinical skills and clinical judgement to plan and implement care plan for patients, being accountable for care provided. • Provide expert and specialist advice related to the Personalised care agenda. • Work autonomously to carry out complex./specialist tasks • Effectively deal with complaints from patients and relatives and staff • Effectively deal with sensitive issues and distressed patients, relatives and staff • Analyse and make clinical decisions based on clinical information through detailed patient assessment and evaluation. • Analyse complex audit data and research findings, relating it to practice and service development. • Work as an autonomous practitioner making clinical decisions relevant to patient care and treatment / management plan. • Ensure that patient care is planned and delivered to meet the assessment of individual patient need. • Make clinical judgements involving a range of facts and situations which require analysis or comparison of a range of options. • Explore ways to involve, consult and co-design services with patients, public and carers when developing or evaluating services or the care you provide, where appropriate • Comply with the procedure for handling any requests under the Freedom of Information Act thereby ensuring that they are dealt with in a timely, specific and confidential manner.
<p>4. Planning & Organisational Skills</p> <ul style="list-style-type: none"> • Leads the Personalised care team through identifying and agreeing work programmes and priorities, meeting regularly and providing opportunities for discussion and focus. • Identifies and develops action plans for joint project initiatives and health improvement programmes with partner organisations based on delivery of commissioned targets • Reports on a regular basis through Trust/ICP and Integrated Governance arrangements. • Ensures effective planning of health improvement events • Develops, implements and evaluates long term plans and strategies across a range of statutory, community & Voluntary sector organisations to embed the Personalised care agenda and improve health, requiring the ability to work closely in partnership with potentially conflicting agendas to achieve specific public health outcomes
<p>5. Physical Skills</p> <ul style="list-style-type: none"> • Post holder will be expected to drive to locations throughout Northumberland or North Tyneside • Accurate IT skills required for policy, presentation, reports, data entry, email communication

<p>6. Patient/Client care</p> <ul style="list-style-type: none"> Identifies and supports the development and implementation of well-being events across a range of settings e.g. Local Partnerships, VSCE organisations, Healthy Living Centres and other agencies . Provides highly specialised advice to primary care teams, general practice and community groups in respect of Personalised care agenda and evidence based practice, and ensuring staff provide the same support.
<p>7. Policy & Service Development</p> <ul style="list-style-type: none"> Leads on the development and implementation of specialist Information & service and personalised care agenda, including public, user and carer involvement. Facilitates multi-agency public health group work and community-based health needs assessment to inform the workplan Promote the specific elements of the Personalised care agenda Ensure training and support systems are robust to support and maintain this development. Develops and implements a range of well-being events within local communities which impact across a wide range of community groups, primary health care teams, workplace settings, and includes stop smoking, tobacco control, alcohol, health promoting healthcare settings and mental health, working with existing support agencies, primary/secondary care. Identify gaps in Personalised care agenda working with the teams Takes an active and equal role in developing and implementing Personalised care agenda with Local Partnerships in order to ensure that targets are reflected in local plans.
<p>8. Financial & Physical Resources</p> <ul style="list-style-type: none"> Supports community and voluntary sector organisations in securing resources to enable them to achieve goals. Ensure a safe working environment, using the resources available. Effectively manage resources to be cost effective. Knowledge of equipment and report the failure or mechanical problems of any items of equipment in line with Trust policy. responsible for the safe use of equipment other than equipment which they personally use Responsible for maintaining stock control and/or security of stock
<p>9. Human Resources</p> <ul style="list-style-type: none"> Responsibility for the recruitment, oversight of clinical supervision and support of volunteers., Provides information, advice and training on Personalised care agenda health promotion theory and practice and selected topics to individuals on induction programmes, staff teams and to multi-agency groups.

<p>10. Information Resources</p> <ul style="list-style-type: none"> • Competent use of IT programmes • Adhere to the Trust Information Governance Procedures • Manage the effective implementation, utilisation and development of information technology systems within the specialist area in order ensure the provision of accurate clinical and statistical data. • Provide reports to senior members of the team/,ICP as required in relation to activity and service delivery. • Complete relevant records relating to annual leave, study leave and travel expenses. • Ensure that all necessary information on patient attendance/involvement is correctly recorded. • You will be expected to have basic functional skills, including literacy, mathematics and digital skills, including literacy, mathematics and digital skills. Digitally literacy is the ability to locate, organise, understand, evaluate and analyse information using digital sources. This is in line with 'digital readiness indicator for health and social care', which has been developed in the Building a Digital Ready Workforce Programme (BDRW), between Health Education England (HEE) and NHS Digital, and is part of the Government's Digital Transformation Portfolio (DTP) (2019)
<p>11. Research & Development</p> <ul style="list-style-type: none"> • Maintains and shares with others, an up to data portfolio of information on current research and practice in Personalised care /health improvement and acts as specialist advisor to organisations • Provides reports to stakeholders partner organisations as required • Undertakes research and development as required. • Undertakes and acts on public involvement and patient experience surveys.
<p>12. Freedom to Act</p> <ul style="list-style-type: none"> • Accountable for own professional practice and the post holder has significant discretion to work within a set of defined parameters i.e. Personalised care objectives. • Work within the Trust policy and guidelines to meet current standards • Use highly developed management and judgmental skills to analyse complex situations and formulate appropriate solutions • Organise own workload and that of the team prioritising to meet the needs of the service • Maintain own high professional standards and take opportunities to develop practice • Alert the line manager of any untoward situation • Practice in accordance with current Trust to acknowledging the limitation of competence of staff in order to safeguard the well-being of patients

Standards

The statements outlined below are the standards of which all employees of Northumbria Healthcare Trust are expected to comply.

Works to the standards expected in the Northumbria Healthcare NHS Foundation Trust statement of values.

Risk Management - to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

Infection Control:

It is your responsibility to adhere to infection control policies and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

Health and Safety:

Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

Patient, Carer & Public Involvement:

Managers have a duty to ensure that the principles of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with Section 242 of the NHS Act 2006 (as amended by the Act 2012) which requires the duty to involve and consult users. A 'user' is defined as someone who is using services, or someone who may use them. In addition, this requires NHS organisations to involve and consult patients and the public in; The planning and provision of services and the development and consideration of proposals for changes in the way services are provided.

This ensure that patients are the focus of everything we do, we share good practice in line with Trust policies and procedures, this includes learning from complaints and concerns.

Safeguarding:

The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies.

Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

Environment and Sustainability:

The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources throughout their daily activities.

Appendix 9

NOTE: *This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes only.*

Effort and Environment:

Physical

- *Travel across sites*
- *Combination of sitting, standing and walking*

Mental

- *Frequent concentration required in the development and analysis of health reports/data and evidence reviews.*

Emotional

- *Limited exposure to distressing/emotional circumstances within the workplace/exposure to distressed staff or members of the public during group work.*

Working Conditions

- *Frequent use of VDU*

Appendix

Grid

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*		X
2.	Manual Handling Operations		X
3.	Dust, Dirt, Smells		X
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anesthetic gases, reconstitution/handling of cytotoxic drugs)		X
5.	Patient Contact	X	
6.	Babies/Children Contact		X
7.	Food handling / Preparation		X
8.	Driving	X	
9.	Fork Lift Truck Driving		
10.	User of Display Screen Equipment	X	
11.	Noise		X
12.	Infestation		X
13.	Blood and Body Fluids/Waste/Samples/Foul Linen		X
14.	Excessive Cold		X
15.	Excessive Heat		X
16.	Inclement weather		X
17.	Radiation		X
18.	Laser Use		X
19.	Heights over 2 meters		X
20.	Confined Spaces	X	
21.	Vibration i.e. Power Tools		X
22.	Using machinery with moving/exposed parts		X
23.	Shift work		X
24.	Use of latex products		X
25.	Physical violence / aggression	X	
26.	Employment of young people		X
27.	Any other hazards please specify		
28.	Other		

If any hazard is identified above please give details below.

*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

Person Specification

Job title:	Personalised Care Lead	
Department:	Cancer Services	
Location:	Trustwide	
Specification	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Degree or equivalent professional Qualification of working in health & Social care environment. Personalised care and/or Public health skills and knowledge acquired through specialist training or demonstrable experience and knowledge of the personalised care agendas 	<ul style="list-style-type: none"> Public Health or related Post Graduate Masters Qualification
Experience and knowledge	<ul style="list-style-type: none"> Expert Specialist knowledge, and clinical skills and experience in cancer pathways, personalised care or demonstrable experience in a cancer related post. Experience in Quality improvement projects Demonstrable experience of planning and delivering Health Improvement or Cancer related programmes in a variety of settings. 	<ul style="list-style-type: none"> Counselling skills Demonstrable experience of managing staff, including experience of recruitment, appraisal and performance management
Skills and abilities	<ul style="list-style-type: none"> Demonstrate a high level of interpersonal, communication skills (verbal and written), including the ability to present information using a variety of formats to a range of audiences. Demonstrate leadership within a team Clear evidence of report writing ability and managing complex public health data. Must be able to demonstrate the English language proficiency level required for this post 	<ul style="list-style-type: none"> Audit and research skills
Personal attributes	<ul style="list-style-type: none"> Enthusiastic, self-motivated and ability to use own initiative. Work flexibly with professionals and service users within team and externally. Committed to the personalised care agenda and co-designing services with local people Learning agility and commitment to self- development 	

Other requirements	<ul style="list-style-type: none"> It is an essential requirement of the role that the post holder has a valid driving license and is either a car owner and able to use the car for work purposes, or has a Trust personal lease vehicle which may be used for the role. However, the Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role 	
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