

Age UK Sunderland Job Description

Post:	Living Well Link Worker (Living With & Beyond Cancer (LWBC))
Contract Type:	Fixed Term Contract until March 2019
Hours:	16 hours per week.
Salary/benefits:	£19,492 pa (pro rata); access to pension scheme
Location:	Various Community settings across Sunderland, with a HQ at Bradbury Centre, Stockton Road
Responsible to:	Living Well Link Coordinator
Accountable to:	Age UK Sunderland

Key working Relationships:

- Northern Cancer Alliance (Locality Group)
- LWBC Volunteers
- Statutory and Community based providers
- Primary Care
- Integrated Care Teams
- Older people with a cancer diagnosis
- Carers and Carer Organisations
- Other clinical and non-traditional provider groups as required

Background:

Integrated care is a way of better coordinating care for people with a cancer diagnosis which is now recognised as a long term condition. Integrated care in Sunderland is defined as collaborative working between key stakeholders, including GPs, health and social care and voluntary organisations, to integrate and organise patient care more effectively.

In Sunderland the average number of older people has increased above the national average to 18.7%. An older population can be indicative of a higher prevalence of cancer and other long term conditions. There are 614 new cancer cases a year in Sunderland Cancer however survival rates are improving at 70% suggesting people are living longer with cancer.

The purpose of the LWBC Living Well Link Worker is to put people with a cancer diagnosis in personal control of their health & wellbeing and provide them with integrated care and support in their local community, focusing on promotion of wellbeing.

The LWBC Living Well Link Worker will seek to improve health outcomes and independence for patients living with and beyond Cancer.

Purpose of the post:

The post provides an interface between The Northern Cancer Alliance, voluntary sector provider organisations and patients, health and social care, GPs and other statutory bodies in Sunderland who work with people with a cancer diagnosis

The post holder will work in and across 5 Sunderland localities with a recruited team of volunteers visiting people with a cancer diagnosis in their homes as well as other community settings. Many people will have complex health needs and the service will focus on practical support to encourage the utilisation of services within the local communities and enabling people to address and where possible self-manage their needs.

This may include:

- **Holistic Needs Assessments** overseeing a group of Age UK Sunderland volunteers to maximise capacity for delivering support using Holistic Needs Assessments to identify support required.
- **Assisted signposting/signposting** to services in the community which help maintain older people's health & wellbeing such as leisure & learning, social groups, advocacy, financial maximisation etc.
- **One to One Support** to help with issues such as arranging for support to access appointments, travel, access to community care assessments (or carers assessments), where appropriate advise on main choices regarding personal budgets and helping with domestic support etc.
- **Social Contact** to establish support from Keeping in Touch Services & Community Support Clubs for those in social isolation or risk of.
- **Multiagency working** with a multitude of statutory and voluntary organisations, networking with health professionals to embed a new model of assessment and support (e.g. GP practices) to sustain the model.

The post holder will also identify unpaid carers and enable access to appropriate services.

Key Responsibilities

The post holder will be an excellent communicator and develop a wide knowledge of the services offered by non-traditional providers in the Sunderland area. The post holder will require strong organisational skills, must be flexible in approach, able to exercise initiative and demonstrate a consistently high standard of professionalism, being aware of the need for confidentiality and integrity.

Tasks:

- GP & professional liaison and local voluntary sector organisations
- Working Collaboratively with the Cancer Task and Finish group in Sunderland
- Completion of Holistic Needs Assessments (HNA) with volunteers & home/community visits
- Patient information gathering & analysis to provide a holistic plan of support (social, financial, health & wellbeing etc.)
- In depth knowledge gathering on available services (community & statutory), multi-disciplinary services etc.
- Publicity & promotion of support available
- Record keeping, monitoring & evaluation
- Identification of step up care and safeguarding
- Identification of gaps in services to inform future development

Key skills

Integrated Care Coordination

- Signposting people with a cancer diagnosis to the multitude of support services that are available through voluntary and statutory providers tailored to the person's specific needs
- Be the point of liaison for volunteers, service users and carers principally with voluntary sector providers as well as useful commercial services, and liaising with other statutory professionals involved in patient's care
- Delivering case work to support people to reach specific goals in accordance with health needs in line with set KPIs.
- Promote the independence & empowerment of people with a cancer diagnosis
- Build strong relationships with partners and providers
- Deal in a professional, helpful & sensitive manner with people with a cancer diagnosis, staff, carers & other agencies.

Information and Data Coordination

- To be proficient in using Microsoft office packages and other identified IT systems and support other team members in their use
- To record relevant patient documentation on identified IT systems as required
- Facility for learning new software packages which may be in continued development
- Maintain Excel, CharityLog and other databases to input patients' engagement
- Support completion of Holistic Needs Assessments, record electronically and feedback to team members
- Extract caseload information from the patient database as required, and undertake analysis of caseload information for audit and performance management purposes, including running reports and converting data into charts and tables for sharing with the team
- Input data onto the patient information management systems to update patient details, and periodically use reports to ensure patient details are correct
- Be responsible for updating the electronic service directory on a regular basis, sourcing referral criteria and ensuring these are accessible to all relevant parties in line with General Data Protection Regulation (GDPR) requirements

Patient Support

- Ensure people with a cancer diagnosis requirements are managed smoothly with no fragmentation in service delivery.
- Ensure appropriate actions from the Cancer Task & Finish Group meetings are completed in a timely fashion.
- Communicate with members of the Cancer Task & Finish Group as required.
- Communicate effectively with people with a cancer diagnosis and their families/carers, other staff both internal and external and members of the public.

General

- The post holder must at all times carry out duties and responsibilities with due regard to the organisations' equal opportunity policies and procedures.
- The post holder must at all times respect patient confidentiality and, in particular, the confidentiality of electronically stored personal data in line with the requirements of GDPR
- The post holder will be expected to take responsibility for self-development on a continuous basis, undertaking on-the-job training as required.
- The post holder must be aware of individual responsibilities under the Health and Safety

at Work Act, and identify and report as necessary any untoward accident incident or potentially hazardous environment.

- The post holder will ensure they accurately represent Age UK Sunderland and ensure the values of Age UK Sunderland are upheld at all times in carrying out their work
- The post holder must work in general accordance with the organisation's policies and guidelines at all times.
- The post holder must adhere to the organisation's information governance policy at all times, in particular ensuring that there is no breach of confidentiality as a result of his/her actions.

This job description is intended as a guide to the main responsibilities of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to his/her grade, which are not listed above, at the direction of his/her manager. The job description may be amended from time to time after consultation with the post holder.

This post is subject to a Disclosure & Barring Service (DBS) Enhanced check.

NB: It is envisaged that a high proportion of those supported with a cancer diagnosis will be 50 and above.

Age UK Sunderland Person Specification

Post: LWBC Living Well Link Worker
Location: Various Community settings across Sunderland, with a HQ at Bradbury Centre, Stockton Road
Responsible to: Living Well Link Coordinator

Essential Criteria

NVQ Level 3 in health, social care or equivalent

At least 2 years' experience in health/social care or information & advice or work in direct contact with people, families & carers (paid or voluntary capacity)

Experience of undertaking health needs assessments

Intermediate IT competence in Microsoft packages and admin skills

Proven record of written and verbal communication skills

Able to deal sensitively with patients

Able to work as part of a team

Able to prioritise and manage own workload

Analytical skills and be able to interpret information and data and present it in a clear concise manner

Good people skills with a friendly approachable style and ability to generate trust and form positive relationships

A good listener

Flexible & responsive to changing needs of clients

Ability to communicate and extract information sensitively & tactfully

Creative approach to problem solving

Tactful and diplomatic, able to build a rapport with people from a wide range of backgrounds

Experience in use of databases

Experience of working in a voluntary, NHS or social care setting delivering services to vulnerable people

Experience of risk assessment & risk management

Knowledge of voluntary care organisations (preferably within the Sunderland area)

Understanding of patient confidentiality

Understanding of health and social care processes

Understanding of the complexity of older people's lives & the barriers they face

Understanding of safeguarding responsibilities

Knowledge of the range of voluntary, statutory and private sector orgs/services that support older people and people with a cancer diagnosis

Understanding of welfare benefits available to older people

Knowledge of General Data Protection Regulation (GDPR)

Willingness to undergo further training or development and oversee the training of volunteers

To abide by and implement all policies and procedures of Age UK Sunderland, including being aware of and responsible corporately and as an individual for Health and Safety policy.

Possess a full clean driving licence and have access to a car for work

Desirable

Experience in motivational interviewing

Experience of person centred planning