

Breast Cancer Care

Job Description

Title:	Senior Clinical Nurse Specialist
Accountable To:	Nurse Consultant
Salary:	Pay Band 8, Point 1, £35,232 per annum
Section:	Information Services
Location:	The post may be based in London or Sheffield. (If based in London our head office is moving from Putney to SE1 in August 2007).
Contract:	Permanent (part time would be considered)
Hours:	35 per week generally 9.00am - 5.00pm

About Breast Cancer Care

Breast Cancer Care is the leading provider of breast cancer and breast health information and support across the UK. We are committed to providing accessible, high-quality services for everyone affected by breast cancer. Our free, confidential services are delivered by health care professionals, service teams and trained volunteers. Services include a freephone national helpline, website, publications, and practical and emotional support on a one to one or group basis.

As an organisation, Breast Cancer Care is evolving rapidly, expanding steadily and broadening the range of services available. The working environment is energetic, fast paced and responsive. The post holder will play a key role within a diverse and highly skilled team.

Nursing at Breast Cancer Care

All nurses benefit from generous support for professional development (including opportunities to attend national and international conferences and training courses). Nurses also receive training to undertake a variety of direct and indirect client services, ensuring they retain regular client contact, keep up to date and have clinical credibility. Professional development is enhanced by the opportunity to gain experience in media work and in production of written and web based publications.

All nurses are supported by line management or professional mentorship from a nurse, and access to regular group supervision if required.

The Post

The post holder will be managed within Information Services but will also work with nurses and other staff within Client Services.

The post holder will act as a team leader to the clinical nurse specialist team, as well as mentor to the clinical nurse specialists (services) and breast care nurses. As is expected of a CNS post, the role will involve research, education provision, media activity, client service input and supporting policy and campaigns activity.

Flexibility

In order to work effectively in a changing environment, flexibility is required from the post holder. Any other tasks requested will be at the same level of responsibility and terms and conditions of employment. Saturday and evening opening for the helpline and some web based services, training for sessional nurses and volunteers and residential weekends for clients require the post holder to work some variable hours.

Key Duties and Responsibilities

The post holder will provide professional, managerial and clinical support to nurses within the organisation, helping to ensure nurses maintain best clinical practice. The core functions of the post holder are:

- To act as line manager to named members of the clinical nurse specialist team. This includes providing one to one supervision and undertaking appraisals and probation meetings in accordance with organisational policy.
- To act as team leader to the clinical nurse specialist team. This includes overseeing professional development, providing mentorship, co-facilitating team meetings, evolving team goals and direction and monitoring team activity.
- To act as mentor to the clinical nurse specialists (services) in the national and regional services. This includes professional and educational support as required.
- To act as mentor to the breast care nurses. This includes professional and educational support as required.
- In conjunction with the Nurse Consultant, to provide clinical expertise and input to Breast Cancer Care staff, services, volunteers, associated health professionals, outside agencies, and those affected by breast cancer and breast health concerns.
- In conjunction with the Nurse Consultant, to contribute to the health professional training programme.

Core Dimensions

Communication

- To input in to relevant Breast Cancer Care services, including the helpline, Ask the Nurse, telephone support groups and national/regional health and wellbeing programmes, providing information on various aspects of breast health and breast cancer to clients.
- To represent Breast Cancer Care on relevant issues to the general public, media and within the health care environment as appropriate, giving talks and presentations when necessary.
- In conjunction with the Nurse Consultant, to be a key contact for the Communications team, co-ordinating responses to media enquiries, acting as a spokesperson as appropriate, being interviewed, answering questions or sourcing information as required.
- In conjunction with the Nurse Consultant, liaise and network with other health care professionals to develop opportunities for partnership work.
- In conjunction with the nursing teams, to develop an acknowledged professional profile nationally through partnerships, presentations, publications and presence on relevant boards and committees.

- In conjunction with the Nurse Consultant, take the lead for Breast Cancer Care on breast cancer nursing issues at a national level, by providing leadership, expert knowledge, consultancy, clinically based recommendations and information.
- In conjunction with the Nurse Consultant, provide support and guidance to Breast Cancer Care on breast cancer and breast health information ensuring optimum communication between teams and departments.
- To maintain appropriate communication systems across the CNS team, and with all other nurses and relevant departments, facilitating the efficient flow of information as required.
- To ensure the Nurse Consultant is kept informed of all activities, developments and changes within the team.
- To participate in internal meetings and attend meetings throughout the UK as and when required.
- To prepare and present written reports and information as required.

Personal and people development

- To provide mentorship and guidance to clinical nurse specialists and breast care nurses, supporting them with professional development needs.
- In conjunction with the Nurse Consultant and other clinical nurse specialists, to contribute to the induction, support and training of nurses and helpline staff.
- Attend regular supervision with line manager.
- To be involved in the induction, support and informal and formal education of internal staff.
- To assess one's own educational needs as part of the appraisal process.
- To undertake regular clinical practice and be responsible for maintaining own portfolio.
- To keep up to date on a national and global perspective on health care policy and provision and current development in breast cancer and to ensure systems are in place to share this information.
- To be competent in most administrative tasks and maintain accurate records.
- To maintain confidentiality.
- To act as an expert resource for those affected by breast cancer or breast health issues, for health care professionals and the staff and volunteers within Breast Cancer Care.
- To organise and present training sessions and seminars about breast cancer for staff and volunteers at Breast Cancer Care and externally.

Health and safety

- To adhere to Breast Cancer Care's health and safety policy and to ensure the CNS team also adhere to the policy.
- To be aware of and support team members, who may be exposed to risks affecting their health safety and security including, physical interactions (abuse, aggression),

psychological interactions (bullying, harassment) and social interactions (discrimination, lone working).

Service improvement

- To act as an expert resource for service delivery staff and other nurses, helping them to ensure their work is evidenced based and their knowledge is up-to-date.
- In conjunction with the CNS (services) team, provide clinical guidance on policy and practice issues affecting the development of nationally and regionally delivered client services.
- To contribute to expanding and updating internal resources such as the library.
- To help ensure all clinical practice within Breast Cancer Care is evidence based, drawing on published literature and policy guidelines.
- In conjunction with the New Media and Publications teams, to contribute to patient information/ publications including writing factsheets, leaflets and web based material and being involved in the updating and proof reading of other Breast Cancer Care publications.
- To help ensure that users of Breast Cancer Care's services have a voice in the planning, delivery and evaluation of services.

Quality

- To oversee professional development of the clinical nurse specialist team, evolving team goals and direction and monitoring team activity.
- Develop audit tools to monitor and evaluate clinical nurse specialist activity, thus improving reporting of impact and outcomes.
- To be an effective member of the team, presenting a positive impression of the team and the service.
- To seek and reflect on feedback from the team and adapt as necessary.
- To recognise, respect and promote the different roles and diversity of the individuals within the team.
- To contribute, as appropriate to the development of quality standards and to the on-going monitoring and evaluation of client services.
- To act as an internal service adviser for up to two specific client support services.
- In conjunction with CNS (services) team, assist with evaluation of projects and activities, giving feedback as appropriate.
- To maintain confidentiality at all times and to ensure the services comply with the Data Protection Act 1998.
- To liaise with Breast Cancer Care's Clinical Reference Group as required.

Equality and diversity

- To operate within the organisational equal opportunities policy framework and implement the policy within this area of work.

Specific dimensions

IK2 Information collection and analysis

- In conjunction with the nursing team, research and establish an internal directory of information and support services relevant to breast cancer and breast health.
- To keep appropriate documentation of all enquiries and activity as required and to collect data, participate and assist in the evaluation of specialist nursing activity.
- To work with other members of the services team and the Policy and Research team to write and present papers on issues relevant to breast cancer and client services.
- To be involved in the research process on the information and support needs of those affected by breast cancer or breast health issues.
- To appraise and utilise research findings in practice and to disseminate relevant information to clinical and helpline staff.

IK3 Knowledge and information resources

- To ensure that clinical information resources held within Breast Cancer are factually accurate, up to date and clinically based.
- To collaborate with the Policy and Research Unit in devising subjects for new research activity and campaigns.
- To act as a project manager for new initiatives and working groups as appropriate.
- In conjunction with the Nurse Consultant, initiate research and practice development, which will enhance knowledge within the speciality.
- To keep up to date with developments in practice at a national and international level and implement changes that reflect benchmarked best practice.
- In conjunction with other nurses, contribute to the authoring, revising and reviewing of Breast Cancer Care's publications.
- To write for publication in lay and health professional press material.

G1 Learning and Development

- In conjunction with the Nurse Consultant, assist in the planning and delivery of a national programme of education, training and development for nurses and other health professionals working in breast care.
- To represent Breast Cancer Care at national and international conferences as a delegate and speaker when appropriate and disseminate the knowledge gained to all clinical services and helpline staff.
- To contribute to induction and training of new internal Breast Cancer Care staff.
- In conjunction with other clinical nurse specialists, to act as an internal specialist resource providing expert advice, consultancy and information on matters relating to patient care, assessment and interventions.
- To provide clinical input to the volunteer and staff training programmes organised at Centre level as required.

- To deliver one-off seminars for volunteers and health professionals at National/ Regional Centre open days and conferences.
- To act as an educational resource and contribute to providing clinical information training and education for staff.

G2 Development and innovation

- To liaise and develop links with other cancer information services, breast care nurses and other relevant specialists across the UK.
- Contribute to developing products, practices, tools and information on behalf of Breast Cancer Care.
- In conjunction with the Nurse Consultant, identify new and emerging developments in breast cancer service provision and education and training.
- In conjunction with the Nurse Consultant, appraise products, practices, tools and information developed by others as appropriate.

G5 services and project management

- In conjunction with the Nurse Consultant, develop long-term strategies that are in keeping with the overall vision, mission, goals and values of Breast Cancer Care.
- To develop strategic partnerships with the NHS, charity providers and patient groups to develop appropriate responses to client need at a national level and explore opportunities for integrated care and user involvement.
- To contribute towards the strategic direction of the organisation and expectations of its key stakeholders.
- To contribute to the planning of Breast Cancer Care publications and other information services in order that they reflect and meet the changing needs of the client group and nursing practice.

G6 people management

- To provide strategic leadership, line management support and supervision to the clinical nurse specialist team.
- To carry out annual appraisals of named members of the clinical nurse specialist team annually, with a review at six months, in line with Breast Cancer Care's staff development policy and ensure they have relevant professional development plans.
- To set clear objectives with the clinical nurse specialist team in line with the strategic plan and be clear about what is expected of them within its scope.
- To deputise for the Nurse Consultant in her absence, overseeing the senior management of the whole clinical nurse specialist team.
- To undertake mandatory management training as required.
- To provide professional support and mentoring to the CNS (services) team and the breast care nurses and helpline staff.
- To participate in the recruitment of staff where appropriate, and ensure that induction programmes are in place.

Breast Cancer Care

Person Specification – Senior Clinical Nurse Specialist

Essential Criteria:

Knowledge and Experience

- RGN qualification.
- A11 Breast Care Course (or equivalent).
- Attainment of education to degree level or equivalent.
- Minimum of 5 years experience in breast care nursing and minimum of 3 years at Grade H (or equivalent) or above.
- An understanding of and a commitment to the support needs of those affected by breast cancer.
- Demonstrable clinical expertise in breast cancer.
- Practical experience of researching information.
- A working knowledge and experience of the communication skills necessary to provide support within this area.
- Experience of formal or informal teaching and a willingness to contribute to internal and external training courses.
- Experience of conducting or assisting with research projects and audit activity
- Experience of developing partnerships.
- Experience of managing and delivering services in a health or social care setting.
- Experience of developing and delivering training and educational programmes for nurses.

Personal Attributes and Skills

- Excellent written and verbal communication skills, with the ability to communicate to a wide range of people.
- Ability to work as part of a multidisciplinary team and on own initiative.
- The ability to motivate and deliver results through people, and lead a team.
- Ability to show tact and discretion when dealing with sensitive and confidential information.
- The ability to motivate and deliver results through people, and lead a team.
- An understanding of and commitment to, the maintenance of confidentiality regarding client information.
- A commitment to continuous professional development.
- A commitment to and understanding of issues relating to equality of opportunity and the ability to implement change in this area.
- Excellent planning and organisational skills.
- A willingness to work variable hours with occasional weekend and evening work and to travel extensively within the UK.
- Evidence of ability to apply current research to practice.
- Mentorship and staff support experience.
- Basic IT skills.
- A calm, objective and approachable manner.
- An ability to prioritise, manage projects and meet deadlines.
- Proven oral and written communication skills.
- An ability to represent the organisation to the media, current and potential funders and policy makers/opinion formers.

Desirable Criteria

- Relevant professional qualifications such as ENB 237, 931 or 285 courses.
- Attainment of Masters level qualification (or willingness to undertake).
- Formal counselling qualification.
- Experience of leadership in multi-professional teams.
- Experience of facilitating groups.
- Experience of strategic planning, project and policy development and implementation.
- Experience of service development.
- Experience of providing information and support via a telephone helpline and an understanding of the potential needs of helpline callers.
- Experience of providing information and support via email.
- Experience of working within the voluntary sector (paid or unpaid) and experience of working with volunteers.
- Experience of implementing, monitoring and evaluating quality systems.
- Experience of developing partnerships and working within a diverse multi-disciplinary team.