

Breast Cancer Care Job Description

Title:	Senior Clinical Nurse Specialist (CNS Team Leader)
Accountable To:	Nurse Consultant
Salary:	Agenda for Change Band 8 Range A
Section:	Information Services
Location:	The post is based at the central office in London
Contract:	Permanent (part time would be considered)
Hours:	35 per week generally 9.00am - 5.00pm

About Breast Cancer Care

Breast Cancer Care is a national organisation offering support and information to those affected by breast cancer and breast health concerns. Our free, confidential services are delivered by health care professionals and trained volunteers. Services include a national helpline, website, publications, and practical and emotional support on a one to one or group basis. Breast Cancer Care complements medical and nursing care and is currently broadening the range of services available.

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 a member of the Information Services section, which includes a Director, a Nurse Consultant, Senior clinical nurse specialists and a team of specialist nurses, breast care nurses, helpline nurses and volunteers.

The post holder will act as team leader to the specialist nurses who are an expert resource for Breast Cancer Care, clients, health care professionals and the wider public. As well as team leader responsibilities, the post holder will take part in activities expected of a CNS including research, education provision, media activity, patient information including writing of web based material, factsheets and booklets 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

In conjunction with the Nurse Consultant and the nurse specialist team, the Senior Clinical Nurse Specialist post holder will provide professional and clinical expertise to Breast Cancer Care staff, volunteers, associated health professionals, outside agencies, and those affected by breast cancer and breast health concerns. Maintaining an up to date knowledge of treatment advancements and care of patients with breast cancer will be an integral part of contributing to delivery of optimum quality services.

Core Dimensions

Communication

- To work on relevant Breast Cancer Care services, providing information and support about all aspects of breast health and breast cancer and related issues to clients
- To work with the Breast Cancer Care press office – dealing with the media, being interviewed, answering questions or sourcing information as required
- To co-facilitate telephone support groups and contribute to team planning of this service
- To act as a Breast Cancer Care spokesperson on breast cancer issues as appropriate
- In conjunction with the Nurse Consultant, to be a key contact for the Communications team and to co-ordinate responses to media enquiries
- To proactively represent Breast Cancer Care to the general public, media and at public events, giving talks and presentations that focus on clinical issues and information
- In conjunction with the Nurse Consultant, liaise and network with other health care professionals to develop opportunities for partnership work
- 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 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
- 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
- To maintain appropriate communication systems across the CNS team, and with other nurses and relevant departments, facilitating the efficient flow of information as required.

Personal and people development

- Attend monthly supervision with line manager
- To be involved in the support and informal and formal education of internal staff
- To maintain an awareness of current developments in oncology, breast cancer and health care provision
- 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 breast cancer and to ensure systems are in place to share this information
- To attend internal meetings as required
- 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
- To keep up to date with developments and initiatives within nursing as a whole as well as within oncology and breast cancer

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 other nurses, helping them to ensure their work is evidenced based and their knowledge is up-to-date
- In conjunction with the Nurse Consultant and other clinical nurse specialists, to contribute to the induction, support and development of nurses and helpline staff working in Information and in Client Services
- 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 contribute to expanding and updating internal resources such as web content and library
- To help ensure all clinical practice within Breast Cancer Care is evidence based, drawing on published literature and policy guidelines

Quality

- To liaise with Breast Cancer Care's Clinical Reference Group as required
- To represent Breast Cancer Care externally as required
- To act as an internal service adviser for up to two specific client support services
- In conjunction with CNS team, assist with evaluation of projects and activities, giving feedback as appropriate
- To be an effective member of the team, presenting a positive impression of the team and the service
- To recognise, respect and promote the different roles and diversity of the individuals within the team
- To seek and reflect on feedback from the team and adapt as necessary
- Develop audit tools to monitor and evaluate CNS activity, thus facilitating high quality, evolving nursing practice.

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

- To keep appropriate documentation of all enquiries as required and to collect data, participate and assist in the evaluation of Nurse Specialist activity, the helpline and other research projects
- In conjunction with the CNS team research and establish an internal directory of information and support services relevant to primary breast cancer
- In conjunction with the CNS team identify, design and undertake research activity which would be published on behalf of Breast Cancer Care
- 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
- In conjunction with the Nurse Consultant, initiate research and practice development, which will enhance knowledge within the speciality
- To encourage and facilitate nursing involvement in research undertaken by Breast Cancer Care
- To keep up to date with developments in practice at a national and international level and implement changes that reflect benchmarked best practice

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 write for publication in lay and health professional press material
- To contribute to induction and training of new internal Breast Cancer Care staff
- In conjunction with the Nurse Consultant, to assist in the planning and delivery of an e-learning tool for nurses and other health professionals working in breast care
- To participate in planning and delivery of Breast Cancer Care training and educational courses for health professionals.
- To act as a specialist resource providing expert advice, consultancy and information to external health professionals on matters relating to patient care, assessment and interventions.

G2 Development and innovation

- To liaise and develop links with other cancer information services, breast care nurses and other relevant specialists across the UK
- Appraise products, practices, tools and information developed by others
- 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

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 policy and strategy, based on the strategic direction of the organisation and expectations of its key stakeholders.

G6 people management

- To provide strategic leadership, line management support and supervision to the Nurse Specialists team
- To set clear objectives with staff in line with the strategic plan and be clear about what is expected of them within its scope
- To participate in the recruitment of staff where appropriate, and ensure that induction programmes are in place
- To carry out annual appraisals of all CNS team members 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 attend managerial supervision on a regular basis

Breast Cancer Care

Person Specification – Senior Clinical Nurse Specialist (team leader)

Essential Criteria:

Knowledge and Experience

- RGN qualification
- A11 Breast Care Course (or equivalent)
- Experience in breast care nursing 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
- 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
- Basic IT skills
- An ability to manage difficult situations effectively

- 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