



ASSISTANT CANCER PERFORMANCE MANAGER

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

- 27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Option to buy and sell additional annual leave
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

FINANCIAL

- Access to various local and national discounts via various external websites
 - Blue Light Card
 - Health Service
 - Discounts NHS
- Generous Pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

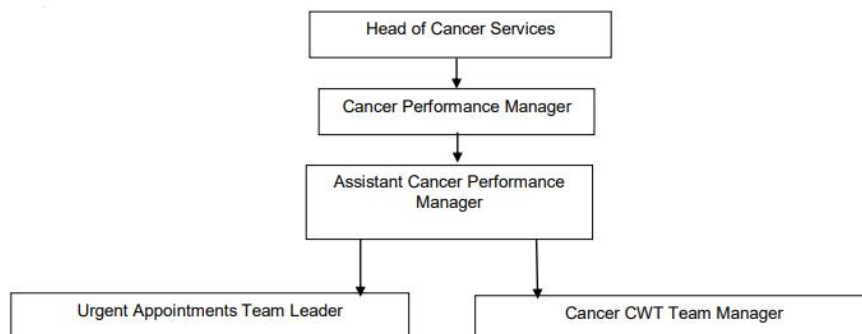
Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Assistant Cancer Performance Manager
Band	6
Directorate	Operational Delivery Directorate
Accountable to	Cancer Performance Manager
DBS Required?	None

ORGANISATION POSITION



Key Relationships

Cancer Services Team
Head of Cancer Services
Centre Managers
Operational Managers
MDT Leads
Clinical Nurse

Specialists Abbreviations

PTL – Priority Tracking List
CWT – Cancer Waiting Times
MDT – Multi-Disciplinary Team
DTT – Decision To Treat
FDS – Faster Diagnosis Standard
ICB – Integrated Care Board

MAIN DUTIES AND KEY RESPONSIBILITIES

- Develop systems and processes to collect performance management and clinical information for patients with diagnosed or suspected cancer throughout the whole of their pathway.
- To provide daily oversight of the cancer backlog and tip-ins, proactively ensuring patients are escalated and/or removed from cancer pathways at the earliest opportunity. All patients and tip-ins to be reviewed daily.
- To participate in PTL meetings each week, escalating patients accordingly and monitoring compliance with CWT targets.
- To review all patients who have a cancer confirmed or excluded within their FDS target and ensure this is acted upon within the required deadline.
- Twice a week, review patients within the whole PTL and take proactive actions to ensure patients are treated within the required CWT timeframes, and do not breach 62 days.
- To work closely with Centre Managers, Operational Managers, CNSes, Divisional Leads to ensure escalations of patients to prevent breaches.
- Twice a week, review all patients on day 21-28 of their pathway and take action to ensure they meet their FDS target where possible.
- Twice a week, review all patients on day 25-31 on their DTT to treatment pathway to ensure they meet their 31 day target where possible.
- Twice a week, review all patients on day 55-62 on their cancer pathway to ensure they do not breach 62 days where possible.
- To maintain and improve escalation spreadsheet processes. Implement new ways of working where appropriate to improve efficiencies.
- To work with the CWT Team Manager in the event of potential breaches for cancer wait times targets ensuring appropriate action is taken in preventing breaches of cancer targets, escalating to the Cancer Performance Manager as necessary.
- Represent the Cancer Performance Manager at any meetings as necessary, taking relevant information from SaTH to the meeting and communicating key information back to the Trust.
- To ensure that data gathered and reports created provide information relevant to the needs of the Trust/Divisions or ICB

Be responsible for

- Co-ordinating the validation of cancer performance management and cancer clinical information systems ensuring both accuracy and data quality.
- Preparation and formulation of information requested regarding cancer performance management for meetings as required and requested.
- Ensuring compliance with the data protection act and other legal and mandatory requirements.
- To manage the electronic escalation folders, ensuring they are kept up-to-date and that early notification of breaches to the appropriate manager occurs.
- To be responsible for approving Bank and overtime requirements. This requires upload and approval of electronic timesheets.
- To deal with non-clinical queries from GPs and other members of the MDTs.

Management and Leadership

- Effectively manage own workload, prioritising work as necessary to meet requirements of service.
- Where necessary (on occasions) provide cover for the Cancer CWT Team Manager, which may require taking responsibility for administrative co-ordination and sequencing of the clinical pathway for a range of cancer patients at various stages in their cancer journey.
- Where necessary (on occasions) provide cover for the Cancer Pathway Co-ordinators team by facilitating and co-ordinating the function of local/specialist MDT meetings including preparation, attendance and any follow up actions.
- To disseminate relevant information to the teams within Cancer Services.
- Work with the Cancer Breach Coordinator to validate cancer breaches ensuring accuracy and data quality.
- To lead on MDT meeting schedule ensuring meetings take place weekly for all tumour site and to escalate if this does not occur.
- To line manage the CWT Team Manager, CWT Trainer and Urgent Appointment Team Leader, ensuring appraisals and sickness/leave management within policy guidance.
- To support the CWT Team Manager in ensuring staffing levels are sufficient and effective for workload.
- To support the CWT Trainer with the development of tracking guides.
- To support the Urgent Appointments Team Leader with the day-to-day running of the team, ensuring workload is effectively managed and deadlines re prioritised.
- As instructed, support the recruitment and retention of Cancer Pathway Co-ordinators, Urgent Appointment Coordinator and other members of Cancer Services.
- To liaise with HR as required for staff support and management of staff within policy guidance.
- To assist the CWT Trainer and other direct reports with staff training and development as required.

Service Improvement

- As directed, provide any necessary support to Trust-wide modernisation of Cancer Services in partnership with MDTs and other modernisation initiatives to improve the speed of patient access to consultation, diagnosis and treatment.
- Record, analyse and interpret data on cancer patient pathways including capacity and demand data and work with MDTs and management to explore ways of improving the patient experience of care where required.
- Develop data collection and reporting methods to support monitoring and audit against agreed standards to assess the impact of service improvements.
- To maintain up-to-date knowledge of cancer pathways and treatments.
- To attend MDT meetings, acting as Cancer Pathway Coordinator if required.
- Participation in data collection, audits and service improvement initiatives within Cancer Services.
- To lead on relevant DATIX investigations and investigate the root cause of any deviation from process. Ensure preventative actions are put in place as required and ensure ongoing data quality.
- Assessment of data trends to identify issues within patient pathways and make recommendations for remedial actions.

Education, Professional Development and Training

- Be responsible for maintaining professional development and knowledge of the treatment of cancer and current patient pathways taking every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self-development.
- To participate in informal and formal training sessions for staff, delivering orientation programmes for new staff and provide relevant feedback to all members of the team.
- Provide support and training to colleagues in relation to cancer data collection, in particular in interpretation of the data dictionary and in maintaining data quality.

Systems and Equipment

- Be efficient and able to use a range of IT equipment which includes Teams, Outlook, Excel and Word.
- To understand and manipulate the Trust's IT and data collection systems which include Care Flow, Cris, Somerset and Portal.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Related Degree (or equivalent relevant experience) • Demonstrable and extensive experience working at a senior level (>2 years).- • Evidence of ongoing relevant professional development 	<ul style="list-style-type: none"> • EDCL or equivalent computer qualifications

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Extensive NHS experience. • Relevant experience in relation to Cancer Services • Evidence of managing staff. • Experience of local clinical information systems, e.g. Somerset. • Able to work on own initiative and as part of a team. • Evidence of multi-disciplinary team working. • commitment to own continuing personal development. • Able to balance competing and complex priorities in a demanding environment. 	<ul style="list-style-type: none"> • Demonstrates understanding of clinical governance processes. • Minimum 2 years' experience working with cancer pathways. • Commitment to continuing own professional development.

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Excellent communication skills – written and verbal. • Able to liaise with staff across disciplines. • Experience of working collaboratively with external bodies and agencies. • Demonstrates knowledge and understanding of the current national cancer policy requirements • Experience in teaching others 	<ul style="list-style-type: none"> • Demonstrates an understanding of the value of research, audit and evidence-based practice. • Good organisational and administrative skills. • Ability to undertake presentations

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Excellent oral, written and presentational skills. • Able to influence and act at all levels of the organisation. • Excellent interpersonal and networking skills • Has a flexible approach to working hours. • Be able to travel across sites with the trust 	<ul style="list-style-type: none"> • Able to attend meetings outside working hours.

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE AND CYBER SECURITY

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

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[Getting to The Royal Shrewsbury Hospital](#)

The Princess Royal Hospital

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[Getting to The Princess Royal Hospital](#)