

JOB DESCRIPTION

ABC UK Nurse Advisor

Background

Bladder cancer patients (and their families) need support and information which is accurate, accessible and timely. Providing this information and support is one of ABC UK's core activities. We have a high-quality range of online and print patient information resources, which we are continually adding to. We also took on the initiative to help and support CNS's set up sustainable patient support groups both face to face and online, which has been a great success and will continue.

For a number of years, we have provided direct patient support, by phone and by email by trained patient advisors. We aim to continue, and expand, our core team of advisors, as the need for this service is growing in demand. This type of peer support, provided by another patient who has similar experiences, has proved to be of immense value and help to those with bladder cancer, and their families. We are now expanding the direct support we offer and wish to recruit a qualified Urology CNS, to work with us in an exciting new role.

The post holder will work as part of our core team of staff and patient volunteers. The role will be mostly home-based (equipment provided as necessary), with occasional travel to events as appropriate.

You would work closely with our team on aspects of our patient support service – helping to develop our new help and advice sessions (both via individual caller contact, online and face to face events). You will help provide information and support over the phone or in writing (email or post) and via digital media, signposting to further sources of information (both internal and external). You will also work closely with our patient advisors.

The 'Ask a Nurse' sessions are a new programme which will function within ABC UK's patient support services – an exciting new area of work for ABC UK. This is a new initiative that will be key to the nurse advisor role which you will help develop, pilot and oversee.

You will also support us in developing our, respected, range of patient information materials and also the expansion of our online patient events, and face to face information patient events.

You will also work as part of the team on the development of our ABC UK Education Programme – this new programme for health professionals was launched in Autumn 2022 with a highly successful Nurses' Education Day and is designed to provide learning opportunities, supporting resources and networking for health professionals who work with those with bladder cancer.

Key responsibilities

- Support ABC UK in developing patient information materials and resources.
- Work with ABC UK team to develop ABC UK 'Ask a Nurse' service – help and advice sessions for bladder cancer patients. Providing both individual calls (helpline) and small group sessions (initially online). It is envisaged that we launch this service as a pilot, followed by evaluation with a view to launching a wider service and undertaking additional recruitment.
- Provide information and support about bladder cancer, bladder cancer health and related issues via ABC UK patient support service.
- Respond to emails and written enquiries from patients, family members and carers and signpost them to relevant sources of information both internal and external.
- Respond to relevant patient phone enquiries received via ABC UK general switchboard.

- Keep meticulous records of each session and contact made.
- Give, and participate in, presentations (online and at events) on bladder cancer and support provided by ABC UK. This will include awareness raising events, patient events, patient support groups and other.
- Work with ABC UK Chief Executive, core team, trustees and patients to improve and strengthen patient information materials available both online and in hard copy.
- Work with ABC UK Chief Executive and team on our ABC UK Education Programme to develop learning events and supporting resources for health professionals (including specialist nurses).
- Providing expert urology nurse input to ABC UK core team and trustees as appropriate to improve learning, support project development and strategy direction.
- Participate in quality monitoring and audits
- Follow ABC UK training and guidelines in patient confidentiality, data storage and ethical guidelines in providing a support service.

Person Specification

You will be a registered nurse Band 6 or 7, depending on experience and worked in urology for at least 2 years with a bladder cancer nurse specialist background.

- You will have current or recent experience of working with bladder cancer patients and be up to date with training and learning.
- Ability to demonstrate a good working knowledge of bladder cancer management, treatment and patient issues.
- Demonstrate the ability to adapt from a hospital/clinical environment to the voluntary sector, by working with a small charity to support bladder cancer patients.
- Be happy to develop a new role and to work with the team to develop new ABC UK programmes.
- Demonstrate excellent communication and interpersonal skills, including written and verbal communication skills. Ability to show tact and discretion when dealing with sensitive personal patient information.
- Good understanding of skills needed to deliver information and support by telephone and in writing to those with bladder cancer, their relatives and friends. You will be able to demonstrate warmth and empathy whilst maintaining professional boundaries.
- Experience of presenting and/or of running patient support groups.
- Experience of office IT, email and the internet.
- You will be happy working remotely, also as part of our team, and also face to face at events on occasion etc as required. Necessary equipment and training will be provided.

Location: Home based, with some travel.

You will report to the ABC UK Chief Executive, and work as part of ABC UK's patient support team. You will be supported by the ABC UK Clinical advisors. Any necessary training will be provided.

Hours: Role either part time (min 18.5hrs p/w), or part time stepping up to full time.

Salary: Pro rata of £32,000 pa. Three month probation. Statutory pension. Annual leave: 20 days pa pro-rata