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Process Level(s):	623	Dept Number(s):	86115
Job Code:	20751	Dept Name:	Program-Cancer
Position Title:	Breast Cancer Patient Advocate	Position Number:	207516230004
Position Type:	Staff	FLSA:	Exempt
Date Developed:	07/03	Reports To:	Admin Dir-Reg Cancer Program

General Summary:

The Breast Cancer Patient Advocate will act as a personal navigator for newly diagnosed breast cancer patients. The advocate will assess the psychosocial issues of each patient designing the most appropriate service delivery approach so that a patient will receive the benefit of all of the services that are available to breast cancer patients. The advocate will provide counseling services that will enable the patient to effectively cope with the impact of a breast cancer diagnosis and subsequent lifestyle changes that occur as a result of this illness. The advocate will assist the patient in accessing referrals and resources that meet her individual needs, and will follow a patient through the continuum of care and treatment to help assure that her needs are being met.

Performs all duties in a manner which promotes team concept and reflects the Sisters of Providence mission and philosophy.

Key Relationships:

Medical staff and their office staff (most often scheduling staff); Breast Specialty Center team; all entities and departments which provide specialty services for breast cancer patients; community agencies such as ACS, Komen.

QUALIFICATIONS:

The qualifications for the position are the minimum requirements needed to be successful in the position. The level of experience and expertise for the job is determined by the current amount of expertise in the unit/department. If training or experience is not required but would be desirable, it is listed as preferred however, persons without preferred background will be considered in the hiring process.

Education, Training & Experience (includes licenses or certifications):

1. Master of Social Work from an accredited school of social work by the Council of Social Work Education or Nursing degree (MN Preferred).

2. Previous experience working with breast cancer patients.

3. Education and training must demonstrate knowledge and skills in understanding various psychosocial issues that impact illness and medical care.
4. Trained or experienced at providing crisis intervention given the level of distress that often accompanies a cancer diagnosis.
5. Awareness and understanding of the social and emotional issues of breast cancer patients.
6. Knowledge of community resources available to breast cancer patients.
7. Medical terminology.
8. Basic computer skills, including ability to navigate the Internet.

Knowledge, Skills & Abilities:

1. Able to assess a patient's psychosocial functioning and needs.
2. Excellent interpersonal, communication, problem solving, negotiation, and counseling skills.
3. Excellent oral and written communication skills.
4. Very organized and resourceful.
5. Must be able to work effectively in multidisciplinary healthcare teams.
6. Committed and compassionate to a patient's needs and satisfaction.
7. Able to remain calm in difficult patient situations.
8. Able to explore and discuss sensitive patient issues, i.e., body image, sexuality, finances, and family/relationship issues.

Special Equipment Utilized:

PC computer on an institutional network, Internet use, telephone, fax machine, typewriter, calculator, photocopy machine.

STANDARDS OF PERFORMANCE:

Each of these are considered an essential function:

1. Mission & Values:

Actively supports and incorporates the mission and core values into daily activities. Treats all others with respect and demonstrates excellence, justice and compassion in daily work and relationships with others.

2. Service Commitment:

Demonstrates competency by placing a high priority on service to everyone encountered. Consistently shows the characteristic of service excellence.

3. Team Member:

Demonstrates competency by maintaining positive, constructive interpersonal relationships, and by understanding and practicing the principles of effective teamwork.

4. Confidentiality/Privacy:

Protects confidential/private information related to patients, members, employees, and others.

5. **Environment of Care/Infection Control/Safety:**
Consistently demonstrates and incorporates principles of safety and infection control into daily activities as outlined in Environment of Care, Infection Control and Exposure Control manuals. Uses protective equipment and takes appropriate precautions whenever there is potential for contact with blood, body fluids and/or chemicals. Maintains knowledge of work-appropriate aspects of environment of care program. Attends Environment of Care Skills Fair and participates in fire and disaster drills.
6. **Attendance and Punctuality:**
Demonstrates performance by adhering to established policies and procedure and exhibiting the defined characteristics associated with attendance and punctuality.
7. **Respect for Diversity:**
Demonstrates competency by knowing and applying the principles of an inclusive work environment.

Age Related: No

Principal Duties And Functions (* indicates essential functions):

- * 1. Educates and assures newly diagnosed patients that the advocate is available to them through the process of treatment and recovery for breast cancer.
- * 2. Performs psychosocial assessment on each patient to explore the patient's coping skills, social support, financial situation, physical functioning, knowledge of illness and any other factors that may impact compliance and completion of treatment and delivery of care.
- * 3. Maintains ongoing contact with patients to provide emotional support, education, and linkage to system and community resources.
- * 4. Educates and refers patients to the appropriate resources and professionals within the system and throughout the community to assure that a patient's care, educational, and support needs are met.
- * 5. Advocates for patients who are disenfranchised and encountering barriers to accessing healthcare services, i.e., insurance coverage issues, lack of health insurance, job discrimination, unemployment.
- * 6. Demonstrates positive interactions with the public, and positive interpersonal relations in dealing with fellow team members, supervisors, physicians, and other department employees so that productivity and positive employee relations are maximized.
- * 7. Provides consultation and education to physicians and other healthcare professionals to

promote understanding of the psychological, social, emotional and cultural impact and needs of breast cancer patients to maximize excellence with patient care.

- * 8. Develops systems for tracking patients and maintaining current information of resources and services available to breast cancer patients and their families.
- * 9. Participates in the planning processes for breast cancer services in the Cancer Program.
- * 10. Educates others within the system and community about the needs of and services available to breast cancer patients, through public speaking at professional or community events, organizing seminars, providing education at support groups and Breast Cancer Outreach Program meetings, etc.
- * 11. Attends continuing education conferences to maintain knowledge of services, treatment modalities, psychosocial issues, and care delivery systems for breast cancer patients.
- * 12. Participates fully in Cancer Program activities.

Major Challenges:

1. Coordination of multiple and disparate resources to support breast cancer patients.
2. Assuring outreach and availability of support services within multidisciplinary setting.
3. Marketing and gaining acceptance of this service by medical specialties.
4. Maintaining current knowledge of resources available to breast cancer patients.

IN AN 8 HOUR WORKDAY, THIS JOB REQUIRES:

R = Rarely (less than 2 hours per day)

O = Occasionally (2 - 2.5 hours per day)

F = Frequently (2.5 - 5.5 hours per day)

C = Continually (5.5 - 8 hours per day)

PHYSICAL REQUIREMENTS	R	O	F	C	N/A	COMMENTS
Sitting			☉			
Stationary Standing		☉				
Walking		☉				
Ability To Be Mobile			☉			
Crouching (bending at the knees)		☉				
Kneeling/Crawling		☉				
Stooping (bending at the waist)		☉				
Twisting (knees / waist / neck)		☉				
Turning/Pivoting		☉				
Climbing	☉					
Balancing		☉				

Reaching Overhead			☉			
Reaching Extension		☉				
Grasping			☉			
Pinching		☉				
Pushing/Pulling	R	O	F	C	N/A	COMMENTS
Typical Weight (enter weight in comments field)			☉			
Maximum Weight (enter weight in comments field)			☉			
Lifting/Carrying	R	O	F	C	N/A	COMMENTS
Typical Weight (enter weight in comments field)			☉			
Maximum Weight (enter weight in comments field)			☉			
Other Physical Demands	R	O	F	C	N/A	COMMENTS
Keyboard Typing				☉		
SENSORY REQUIREMENTS	R	O	F	C	N/A	COMMENTS
Talking In Person				☉		
Talking On Telephone				☉		
Hearing In Person				☉		
Hearing On Telephone				☉		
Vision For Close-Up Work				☉		
Other Sensory Requirements					☉	
ENVIRONMENTAL SETTING	R	O	F	C	N/A	COMMENTS
Safety Requirements (i.e. clothing, safety equipment required, activities performed)					☉	
Exposures (i.e. fumes, chemicals, vibrations, humidity, cold, heat, dust, noise, blood & body fluids)					☉	
Operation Of Equipment, Tools, Vehicles					☉	
Required Hygiene Standards (i.e. food handling, clean, contaminated and sterile equipment, etc.)					☉	
Other Environmental Requirements					☉	

Addendum:

The above is intended to describe the general content of, and requirements for, the performance of this job. It is not to be considered as an exhaustive statement of duties, responsibilities or requirements and does not limit the assignment of additional duties at the discretion of the supervisor.