

JOB DESCRIPTION

JOB DETAILS	
Job Title	Cancer Patient Navigator (Gynaecology)
Reports to	Admin Line Manager
Band	4
Department/Directorate	Gynaecology

JOB PURPOSE
<p>The cancer patient navigator will be involved from the beginning of each patient's pathway and up to the point of definitive diagnosis (whether cancer or not) and then assisting the skin cancer team with completing the holistic needs assessment following a diagnosis of cancer.</p> <p>The main aims of the role are:</p> <ul style="list-style-type: none"> to be the central point of contact for patients referred to the team with a suspected or confirmed skin cancer diagnosis, to facilitate a seamless coordinated personalised patient pathway and experience, to ensure that their individual needs are supported and met throughout, To monitor and track patients against the National Cancer Waiting Times targets, proactively highlighting any incidences at risk of missing targets to both the dermatology and cancer services teams in a timely way. <p>The role is varied and includes administrative work, clinic organisation, and close working and support for both the clinical teams and patients to actively manage all patients through their clinical pathway, tracking their progress and escalating any deviations as appropriate and agreed.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> Receive and monitor two week wait patient referral notifications from the admin team and MDT co-ordinator Be responsible for booking all appointments for those on a suspected cancer pathway and co-ordinate and provide administrative support to ensure that all the relevant referral paperwork and clinical information is available within the necessary time scale for each appointment. Communicate with patients on a suspected cancer pathway, at regular intervals, to ensure they are aware of upcoming appointments, diagnostic tests/investigations and excisions and to offer practical support with the arrangements, in a sensitive manner, acknowledging that they may be anxious or distressed. Contacting and supporting patients pre-appointment to reduce the risk of 'Did not attend'. To act as a single point of contact for patients, carers and the healthcare team throughout the early stages of their pathway, supporting the delivery of a seamless, high quality and efficient service for patients. To provide general information to patients (and carers) as well as basic clinical information (e.g. explanations about excisions) as/if appropriate. Using the tracking list, be able to identify the next steps in the pathway for all patients and provide administrative support with actioning these, including monitoring investigations, results, and alerting the clinical team and MDT co-ordinator when they are completed and then scheduling follow up

appointments, in a timely manner.

- Monitor patients on their pathway and proactively find resolutions to improve the speed of treatment by working with the admin team and ensure all patients are seen within the desired timescales.
- Escalate any issues and breaches of the waiting time standards to the relevant management in line with agreed escalation procedures.
- Ensure that the highest standards of patient care are consistently applied within the service.
- Present education and training presentations in primary and secondary care as supported by the clinical teams.
- To support the smooth transition of patients with a confirmed cancer, from the diagnostic phase to the treatment planning phase of their pathway – ensuring all key information is passed to the CNS and/or cancer support worker, and that patients and their families/carers are fully informed at all times.
- To utilise effective communication skills that are responsive to the communication needs of individual patients, to elicit an understanding of the holistic needs of the individual; and develop agreed plans of support and care with the patient, in collaboration with the clinical team. This will require the post holder to possess and demonstrate confidence in managing difficult conversations and be able to convey empathy and understanding at all times.
- To appropriately signpost and link in with colleagues in other organisations as appropriate to meet patients’ needs.
- To work closely with the Clinical Nurse Specialists to provide support to patients, including with completing holistic needs assessments with individuals as appropriate.

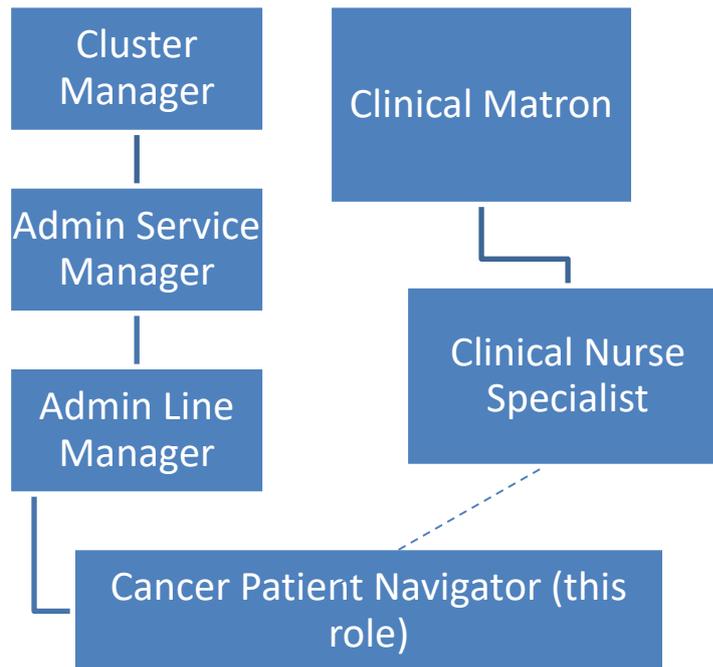
KEY WORKING RELATIONSHIPS

- The post holder is required to work closely with staff of all levels throughout the Trust, the wider healthcare community, external organisations and the public. This will include verbal, written and electronic communication.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none">• Admin team• Clinical team• Cancer Services team	<ul style="list-style-type: none">• Patients, relatives and carers• Primary care colleagues

ORGANISATIONAL CHART



FREEDOM TO ACT

The post holder will be guided by Standard Operating Procedures (SOP's), good practice, established precedents and understands what results or standards are to be achieved.

To work within Trust policies and procedures and use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.

COMMUNICATION/RELATIONSHIP SKILLS

- The post holder will communicate regularly with patients, being their first point of contact, to ensure that they are aware of upcoming appointments, diagnostic tests/investigations and operations and offer practical support with the arrangements including supporting them with their bowel prep for endoscopy and also arranging appointment with them for telephone assessments and triage with the relevant CNS.
- The post holder will need excellent interpersonal skills, to ensure accurate and effective verbal, written and electronic communication with patients and their carers/families and a wide range of healthcare staff both inside and outside of the Trust.
- The post holder is required to establish and maintain collaborative relationships to provide a seamless service, which is responsive to the individual patients' needs.
- The post holder must maintain professional relationships and gain the cooperation of others when working to achieve all duties and responsibilities of their role.

- The post holder will liaise closely with the MDT co-ordinators and cancer services team and communicate with key departments to monitor and ensure all tests and diagnostic investigations are booked promptly, completed and reported in a timely manner and escalating any issues as appropriate.
- The post holder will also liaise closely with members of the Peninsula Cancer Alliance and regularly provide updates on the requested Faecal Immunochemical test (FIT) data.

ANALYTICAL/JUDGEMENTAL SKILLS

- The post holder is required to collate data relating to service provision, activity and performance.
- On occasions, the information required may be complicated and made up of several components which require analysis and assessment and which may contain conflicting information such as complex activity trends and projections, however this activity is likely to be supported by the CNS/clinical team.

PLANNING/ORGANISATIONAL SKILLS

- The role requires excellent organisation and administrative skills.
- The post holder will need to be able to plan and prioritise own varied workload.
Specific examples include:
 - tracking and liaising with others to ensure follow up appointments are booked in a timely manner as well as organising Telephone appointments for the Urology CNS team on an ad hoc basis.
 - Triageing phone calls from patients and healthcare professionals
 - Updating patients who are awaiting notification of dates for imaging/other investigations/treatment etc
 - Ensure appropriate databases such as the Qfit tracker are regular updated and the required datasets for the Cancer Alliance and national teams are completed as well as any ad hoc requests.

PATIENT/CLIENT CARE

- The post holder will communicate with patients in a sensitive professional manner adhering to the trust values at all times. Patient responsibilities will include arranging appointments, guiding and accompanying patients if required, and completing holistic needs assessments as appropriate.
- Communicate with patients on a suspected cancer pathway, at regular intervals, to ensure they are aware of upcoming appointments, diagnostic tests/investigations and excisions and to offer practical support with the arrangements, in a sensitive manner, acknowledging that they may be anxious or distressed. Contacting and supporting patients pre-appointment to reduce the risk of 'Did not attend'.
- To act as a single point of contact for patients, carers and the healthcare team throughout the early stages of their pathway, supporting the delivery of a seamless, high quality and efficient service for patients.
- To provide general information to patients (and carers) as well as basic clinical information (e.g. explanations about excisions) as/if appropriate.

POLICY/SERVICE DEVELOPMENT

The post holder will follow Trust policies and participate in policy and service development as appropriate, alongside the cancer services teams.

FINANCIAL/PHYSICAL RESOURCES

The post holder will observe personal duty of care in relation to equipment and resources used in course of work.

HUMAN RESOURCES

- Provides advice, or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

INFORMATION RESOURCES

- The post holder will require excellent IT skills to use our clinic systems and to record clinic data on a daily basis.
- The post holder will be required to collate and present information using a range of software.
- Working alongside the team, the post holder will prepare reports using a variety of software and present data in an easy to read format.
- Administer and collate patient and GP satisfaction surveys.

RESEARCH AND DEVELOPMENT

- The post holder will comply with Trust, Divisional and team requirements as appropriate, working alongside the cancer services teams.

PHYSICAL SKILLS

- There is frequent requirement for sitting in a restricted position and using a Visual Display Unit (VDU) for a substantial proportion of the working time and a need for lifting, pushing, pulling objects.

PHYSICAL EFFORT

- There is frequent requirement for sitting in a restricted position and using a Visual Display Unit (VDU) for a substantial proportion of the working time and a need for lifting, pushing, pulling objects, such as patient notes for short periods.

MENTAL EFFORT

- There is a frequent requirement for prolonged concentration with the post holder needing to be particularly alert for cumulative periods of one to two hours at a time when checking detailed documents; or analysing detailed statistics.

EMOTIONAL EFFORT

The post holder may occasionally experience exposure to distressing or emotional circumstances.

WORKING CONDITIONS

Exposure to unpleasant working conditions is rare within this role. However, the post holder may experience adverse environmental conditions, such as inclement weather, extreme heat/cold, smells, noise, fumes and hazards, which are unavoidable; even with the strictest health and safety controls, such as spills and harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

OTHER RESPONSIBILITIES

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

Royal Devon and Exeter NHS Foundation Trust developed our long-standing partnership and became a single integrated organisation across Eastern and Northern Devon in April 2022. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

PERSON SPECIFICATION

Job Title	Cancer Patient Navigator (Gynaecology)	
Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Knowledge of health and wellbeing issues and services acquired through training and experience to NVQ level 3 standards or equivalent.	√	
Good educational background (minimum 4 GCSEs, grade C or above including English and Maths) or equivalent.	√	
Computer literacy with good understanding of computer packages e.g. word / excel, and knowledge of confidentiality, information governance and data security, demonstrated by ECDL or equivalent experience.	√	
AMSPAR (Health Academy) or British Medical Secretary qualification which includes medical terminology or equivalent experience.	√	
Additional relevant knowledge acquired through further experience	√	
KNOWLEDGE/SKILLS		
Awareness of local services and resources	√	
Understands and demonstrates behaviours which value equality, diversity and meets trust values.	√	
Working knowledge of medical terminology		√
EXPERIENCE		
Previous experience of working with the public and/or patients in a healthcare environment	√	
Previous administrative and organisational experience	√	
Experience of working with a range of people with differing needs	√	
Experience of using different communication methods and styles	√	
Experience of working in a busy environment that requires flexibility	√	
Experience working within cancer services		√
PERSONAL ATTRIBUTES		
Core communication and relationship building skills	√	
Active listener	√	

Ability to work autonomously, as well as part of a team	√	
Good organisational skills	√	
Good prioritisation skills/ Ability to use own initiative	√	
Ability to solve problems and make decisions under pressure	√	
Willing to act as a role model	√	
Exhibits high levels of integrity, courtesy and respect to others	√	
Ability to deal with sensitive and confidential information in a tactful, sensitive and diplomatic way	√	
Ability to retrieve information from a wide range of sources	√	
Administrative skills	√	
Analytical skills	√	
Calm under pressure	√	
Conscientious, self-motivated and enthusiastic	√	
Flexible, adaptable, punctual and professional	√	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust	√	
Willing to undertake the necessary training to underpin effective fulfilment of the role	√	
Ability to travel to other locations as required.		√

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Contact with patients	Y				√
Exposure Prone Procedures	N				
Blood/body fluids	Y	√			
Laboratory specimens	Y	√			

Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y		√		
Animals	N				
Cytotoxic drugs	Y		√		
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m ³)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				√
Heavy manual handling (>10kg)	Y		√		
Driving	Y		√		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				√
Mental Effort	Y				√
Emotional Effort	Y		√		
Working in isolation	Y	√			
Challenging behaviour	Y		√		