

JOB DESCRIPTION

JOB DETAILS	
Job Title	NDDH Radiology Patient Navigator
Responsible To:	Principal Radiographer
Band	Band 4
Department/Directorate	Radiology/Clinical Specialist Services

JOB PURPOSE

The Radiology 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)

The main aims of the role are:

- to be the central point of contact for patients referred to the Radiology team with a suspected or confirmed 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 Radiology and cancer services teams in a timely way.

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 diagnostic pathway, tracking their progress and escalating any deviations as appropriate and agreed.

The Navigator will be based predominately in the Radiology Department at North Devon District Hospital but may be required to work in other areas as appropriate as directed by the line manager.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Receive and monitor two week wait patient referrals for Radiology examinations
- Provide administrative support to ensure that all the relevant referral paperwork and clinical information is available within the necessary time scale for each referral.
- Communicate with patients on a suspected cancer pathway, at regular intervals, to ensure they are aware of upcoming diagnostic tests/investigations 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 for all diagnostic examinations, 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 Radiology examinations) 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, in a timely manner.
- Monitor patients with regard to their diagnostic radiology appointments and proactively find resolutions to improve the speed of examinations 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 through their diagnosis– 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

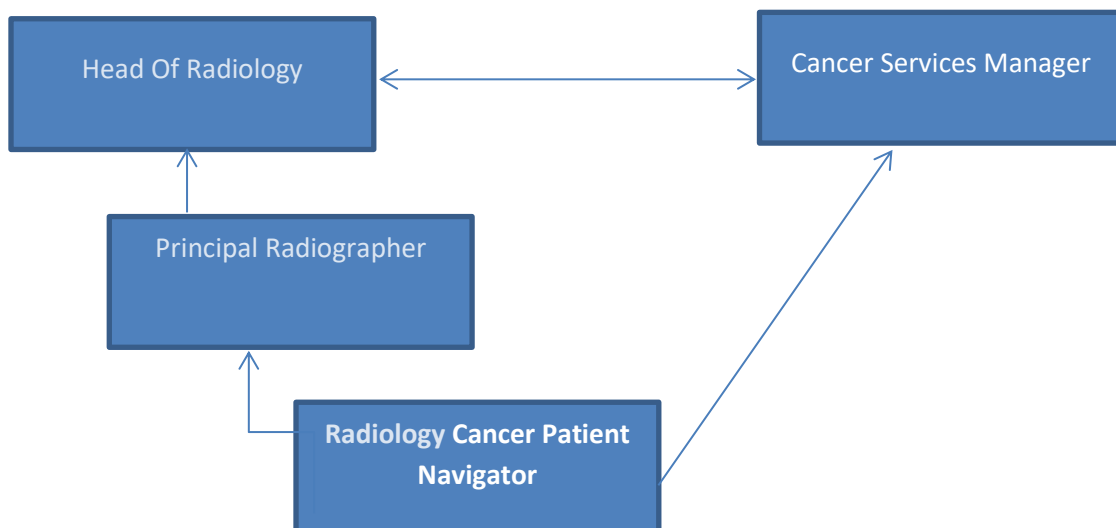
KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively 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"> • Radiology admin team • Radiology clinical team • Cancer Services Team • All referring speciality teams 	<ul style="list-style-type: none"> • Patients, relatives and carers • GPs and other practice staff

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. 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 need excellent interpersonal skills, to ensure accurate and effective verbal, written and electronic communication with a wide range of healthcare staff both inside and outside of the Trust as well as patients and their carers/families
- The post holder is required to establish and maintain relationships with all disciplines within the Radiology and Cancer services teams.
- The post holder must maintain professional relationships and gain the cooperation of others when working to achieve principle duties and responsibilities of their role.
- T

ANALYTICAL/JUDGEMENTAL SKILLS

- The post holder is required to collate data relating to service provision, activity and performance. This information will be complicated and made up of several components which require analysis and assessment which may contain conflicting information such as complex activity trends and projections.

PLANNING/ORGANISATIONAL SKILLS

- The role requires excellent organisation and administrative skills.
- The post holder is required to plan and organise their own day to day activities and plan many complex activities, in conjunction with the clinical and admin teams, such as facilitating the means to obtain service user feedback, followed by analysis to produce reports allowing the time to establish enhancements to the service; develop and maintain service user information; facilitate and organise training sessions to inform and educate professionals in primary and secondary care setting.
- There is also a requirement to plan complex activities, such as taking direct patient phone calls and offering advice (as appropriate within their scope of practice) or signposting to the appropriate advice/team.

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 , diagnostic tests/investigations 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 examinations) as/if appropriate.

POLICY AND SERVICE DEVELOPMENT
<ul style="list-style-type: none"> The post holder will follow Trust policies and participate in policy and service development as appropriate, alongside the Radiology and cancer services teams.
FINANCIAL/PHYSICAL RESOURCES
<ul style="list-style-type: none"> The post holder will observe personal duty of care in relation to equipment and resources used in course of work.
HUMAN RESOURCES
<ul style="list-style-type: none"> Provides advice, or demonstrates own activities or workplace routines to new or less experienced employees in own work area.
INFORMATION RESOURCES
<ul style="list-style-type: none"> 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 & DEVELOPMENT
<ul style="list-style-type: none"> The post holder will comply with Trust, Divisional and team requirements as appropriate, working alongside the radiology and cancer services teams.
PHYSICAL SKILLS
<ul style="list-style-type: none"> The post holder requires highly developed keyboard skills, where accuracy is important, but there is no specific requirement for speed.
PHYSICAL EFFORT
<ul style="list-style-type: none"> 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.
MENTAL EFFORT
<ul style="list-style-type: none"> The post holder needs to be particularly alert for cumulative periods of one to two hours at a time on a weekly basis when checking detailed documents; or analysing detailed statistics. There is a frequent requirement for prolonged concentration due to the outcomes and requirements of the role.
EMOTIONAL EFFORT
<ul style="list-style-type: none"> The post holder may occasionally experience exposure to distressing or emotional circumstances.
WORKING CONDITIONS
<ul style="list-style-type: none"> Exposure to unpleasant working conditions is rare within this role.
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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Radiology Patient Navigator
------------------	------------------------------------

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		
Experience working in a healthcare setting	√	
Experience of working in a public facing role	√	
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	N				
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	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	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		√		