

JOB DESCRIPTION

JOB DETAILS	
Job Title	Haematology Patient Navigator
Reports to	Haematology CNS Team
Band	Band 4
Department/Directorate	Clinical Support and Specialised Services

JOB PURPOSE
<p>The Haematology Patient Navigator will be involved with those on a suspected or confirmed haematology cancer pathway, throughout the patient pathway and provide support for non-cancer patients as directed by the Haematology CNS team. They will also assist the CNS team with completing the Holistic Needs Assessments and postal clinics as appropriate.</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 Haematology team with a suspected or confirmed cancer diagnosis or haematological condition. - To facilitate a seamless coordinated and personalised timely patient pathway and experience. - To ensure that their individual needs are supported and met throughout. - To monitor and track patients, alongside the MDT coordinators, against the National Cancer Waiting Times targets, proactively highlighting any incidences at risk of missing targets to both the Haematology team and Cancer Services teams in a timely way. <p>The role is varied and includes administrative work as well as close working with patients and clinical teams to facilitate all patients through their clinical pathway.</p> <p>The Navigator will be based predominately in the Northern Devon District Hospital, Barnstaple, EX31 4JB, but may be required to work in other areas as appropriate as directed by the line manager.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>Areas of Responsibility:</p> <ul style="list-style-type: none"> • The post holder will work closely and support the team with the delivery of Personalised Care Interventions, such as by completing Holistic Needs Assessments and the subsequent care plan, with individuals as appropriate. • 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 for the CNS team, in a timely manner, if appropriate • To follow up patients with hemochromatosis supporting them with facilitating venesections following the SOP without deviation. • Under the appropriate clinical supervision of a registered practitioner and working within own scope of practice, to be responsible for an identified caseload in close liaison with patient/carer. • The postholder will improve patient experience by providing a friendly non-clinical contact point for patients and their carers on a suspected cancer pathway, providing support and information to ensure they are aware of upcoming appointments, diagnostic tests or 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 as/if appropriate.
- 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.
- 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.
- To act as the patient's advocate and, by providing information and support, facilitate the patient's own choices in conjunction with carers and other agencies where relevant.

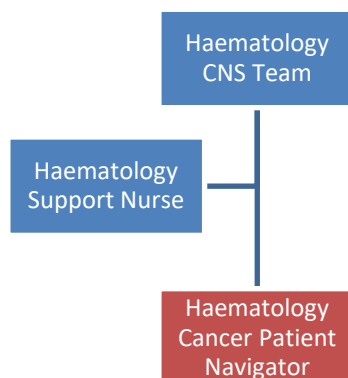
KEY WORKING RELATIONSHIPS

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"> • The Haematology secretary teams, covering both northern and eastern sites • Radiology team • Pathology team • The wider Cancer Services Team • The Oncology secretary teams based in both the northern and eastern sites • The Macmillan AHP team • The Living with and Beyond team, based in the Fern Centre at NDDH 	<ul style="list-style-type: none"> • Patients, relatives and carer givers • GPs and other practice staff • Community Teams • Hospice • Tertiary Centres and Teams

ORGANISATIONAL CHART



FREEDOM TO ACT

- The post holder will be guided by Standard Operating Procedures (SOP's), good practice and awareness of national and local standards.
- 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 of complex and sensitive information 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 relationships with all disciplines within the Haematology cancer services, radiology and pathology teams.
- 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 complex information with key departments (diagnostics, clinic bookings etc.) 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 regularly communicate complex information in a sensitive manner with patients to ensure that they are aware of upcoming appointments, diagnostic tests/investigations and operations and offer practical support with the arrangements.

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 and may contain conflicting information however this activity will be supported by the CNS and/or 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 their own varied workload, in conjunction with the clinical and administrative teams.
- There is also a requirement to plan complex activities, such as undertaking Holistic Needs Assessments with patients and formulating associated care plans (as appropriate within scope of practice). These will be repeated at various times over the course of their treatment and the plans adjusted accordingly.
- Taking direct patient phone calls and offering advice (as appropriate within their scope of practice) or signposting to the appropriate advice/team.

Specific examples of include:

- Tracking and liaising with others to ensure follow up appointments are booked in a timely manner as well as organising results appointments for the haematology team on an ad hoc basis.
- Triaging phone calls from patients and healthcare professionals, signposting to the correct professional as required.
- Updating patients who are awaiting notification of dates for imaging/other investigations/treatment etc,
- Support the CNS team ahead of the local MDTs and also the specialist MDTs, which are held with the tertiary centre team virtually.

PATIENT/CLIENT CARE

- To be a friendly single point of contact for patients, carers and the healthcare team throughout their pathway, supporting the delivery of a seamless, high quality and efficient service for patients. This will include triaging sensitive enquiries and having the knowledge to signpost patients to the appropriate department /clinical colleague etc as required.
- The post holder will communicate with patients at regular intervals, in a sensitive professional manner adhering to the trust values at all times.
- The post holder will ensure the patient progresses through their pathway in a timely manner, aiming to resolve any delays as able.
- They will also closely monitor the timely return of imaging reports and start dates of chemotherapy treatment, chasing where delays are occurring, as guided by the Haematology escalation guidelines, sharing this information appropriately with the clinical team and uploading results onto EPIC.
- Actively participate in the provision of general non-clinical information and advice for patients and carers, helping to reduce anxiety and provide reassurance and information as appropriate.
- Identify indicators of patient need or change in condition through telephone contact, and respond appropriately as per protocol and /or liaison with CNS.
- Advise patients and carers on how to make contact when they feel they need support in their care pathway.
- Discuss and signpost, patients and their carers/families to other services, with sensitivity, including voluntary services, as appropriate and keep the CNS team informed of outcomes, utilising their messaging system appropriately.
- Deliver patient-centred, self-management support and education as appropriate, in conjunction with CNS team.

POLICY AND SERVICE DEVELOPMENT

- The post holder will follow Trust policies and participate in policy and service development as appropriate, alongside the Haematology and 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.
- Act as a point of contact for Primary and Secondary care staff, advising on resources available to support cancer care and those known to the Haematology team at NDDH.

INFORMATION RESOURCES

- The post holder will require excellent IT skills to use our clinic systems including the new electronic patient record system EPIC, to document all information regarding patients and their care, in line with information governance and confidentiality guidelines, to communicate with the teams and complete other IT tasks as required by the post.
- The post holder will be required to collate and record information/data on behalf of the Cancer Services and Haematology teams to support audits and reporting, 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.
- Take responsibility for the maintenance of accurate paper and electronic information resources, ensuring confidentiality.
- Administer and collate patient satisfaction surveys.
- Complete Holistic Needs Assessments using the approved online system.

RESEARCH AND DEVELOPMENT

- Participate in audits and surveys.
- Work within standard operating procedures, the organisational policy, procedures and guidelines as well as national and ethical frameworks for practice.

PHYSICAL SKILLS

- The post holder requires highly developed keyboard skills, where accuracy is important, but there is no specific requirement for speed.

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. Standing, walking, bending and stretching is also required throughout the shift.
- There is a need to adhere to the Trust's policy on Moving and Handling when moving both individuals and objects which may require moderate effort on occasions.

MENTAL EFFORT

- 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. This may involve periods of regular interruptions. There is a frequent requirement for concentration in unpredictable settings, due to the outcomes and requirements of the role. This includes working with patients when undertaking their Holistic Needs Assessment.

EMOTIONAL EFFORT

- Must maintain a professional approach while working in challenging and/or distressing situations or dealing with challenging behaviour.
- Support individuals, their families and carers when faced with unwelcome news and life changing diagnoses.
- Be willing to complete training in advanced communication skills.

WORKING CONDITIONS

- Exposure to unpleasant working conditions is rare within this role.

OTHER RESPONSIBILITIES

Take part in own regular performance appraisal(s).

Undertake any training required in order to maintain competency including mandatory training.

Contribute to and work within a safe working environment.

The postholder is expected to comply with Trust Infection Control Policies and conduct themselves 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.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to The Trust's equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the postholder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Disability Discrimination Act.

PERSON SPECIFICATION

Job Title	Haematology Patient Navigator
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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	✓	
Additional relevant knowledge acquired through further experience	✓	
KNOWLEDGE/SKILLS		
Effective interpersonal organisational and communication skills	✓	
Advanced IT/Keyboard skills and computer skills	✓	
Ability to prioritise and manage own workload within busy environment, ability to delegate tasks as necessary and supervise others	✓	
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 or haematology 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.	✓	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Contact with patients	Y				√
Exposure Prone Procedures	Y			√	
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)	Y		√		
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
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	Y	√			
Night working	N				
Electrical work	N				
Physical Effort	Y			√	
Mental Effort	Y				√
Emotional Effort	Y				√
Working in isolation	N				
Challenging behaviour	Y			√	