

## JOB DESCRIPTION

JOB DETAILS	
Job Title	Medical Imaging Cancer Patient Navigator
Reports to	Administrative Line Manager
Band	Band 4
Department/Directorate	Medical Imaging/Specialist Services

JOB PURPOSE
<p>The cancer patient navigator will be involved from the beginning of each patient's pathway from the point of referral to Medical Imaging until the report has been finalised and shared with the referring team.</p> <p>The main aims of the role are:</p> <ul style="list-style-type: none"> <li>- to be the central point of contact for patients referred to medical imaging with a suspected or confirmed cancer diagnosis</li> <li>- to facilitate a seamless coordinated personalised patient pathway and experience</li> <li>- to ensure that their individual needs are supported and met throughout</li> <li>- To monitor and track patients against the National Cancer Waiting Times targets, proactively highlighting any incidences at risk of missing targets to both the medical imaging and cancer services teams in a timely way.</li> </ul> <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 diagnostic pathway, tracking progress and escalating any deviations as appropriate and agreed.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>Receive and monitor urgent suspected cancer patient referral notifications from CRIS and escalations from other services</p> <p>Be responsible for ensuring booking of 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.</p> <p>Communicate with patients on a suspected cancer pathway, at regular intervals, to ensure they are aware of upcoming appointments related to ablation, consultations, biopsy, aspiration or drainage and to offer practical support with the arrangements, in a sensitive manner, acknowledging that they may be anxious or distressed. Contacting and supporting patient's pre-appointment to reduce the risk of 'Did not attend'.</p> <p>To act as a single point of contact within Medical Imaging for other services to escalate patients on a cancer pathway for booking or reporting to support patient pathway</p> <p>To provide general information to patients (and carers) as well as basic clinical information (e.g. explanations about excisions) as/if appropriate.</p> <p>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.</p>

JM0395a – based off JM0395 Dermatology Cancer Patient Navigator, matched 06/09/2023, consistency checked 15/09/2023

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.

To appropriately signpost and link in with colleagues in other organisations as appropriate to meet patients' needs.

The post holder will validate, resolve and correct data quality issues by working closely with administrative staff and identifying any occurrence of themes to support training.

The post holder will have strong working relationships with specified admin teams and will therefore build self-knowledge of speciality and sub-speciality clinical pathways within those specialties.

To track and navigate patients through cancer pathways requiring Medical Imaging. Utilising specific department and patient administration systems ensuring strict adherence and compliance to all Trust Policies and procedures. Tracking begins with the referral for imaging up to completion of final report.

To utilise systems/databases to track patient and upload relevant cancer data. Create new databases as required and prepare reports for the administrative team to help develop the service.

Daily review and completion of the Medical Imaging cancer PTL tracker. This includes: requesting bookings from the team, addressing any long waiters, following up on safety check delays and chase reporting if outstanding.

## KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis

In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"><li>• Care Group Management Teams</li><li>• BI Analysts</li><li>• Information Managers</li><li>• Admin Services Managers</li><li>• Admin Line Managers</li><li>• Operational Support Manager</li><li>• Cancer Services team</li><li>• Superintendents/Clinical Leads</li><li>• Admin and Clinical teams in other care groups</li></ul>	<ul style="list-style-type: none"><li>• Patients, relatives and carers</li><li>• GPs and other practice staff</li><li>• Referrers from out of area</li></ul>

## ORGANISATIONAL CHART

JM0395a – based off JM0395 Dermatology Cancer Patient Navigator, matched 06/09/2023, consistency checked 15/09/2023

Admin Line  
Manager

Pathway  
Navigator

### **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 medical imaging 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.

The post holder will be directly responsible for the provision and receipt of highlight complex data related to patient's cancer pathway and will be required to maintain confidentiality at all times.

### **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.

Excellent attention to detail, effective time management, and the ability to maintain accurate records across multiple systems.

Ability to manage and prioritise multiple patient pathways simultaneously while meeting strict timelines.

Coordinate appointments, track referrals, and ensure timely progression through imaging pathways, often adjusting plans in response to urgent cases or changing clinical priorities.

Ability to anticipate delays, resolve scheduling conflicts, and work systematically in a fast-paced environment is key to ensuring efficient and patient-centred service delivery.

### **PATIENT/CLIENT CARE**

The post holder will communicate with patients in a sensitive professional manner adhering to the trust values at all times.

Communicate with patients on a suspected cancer pathway to arrange appointments for consultations, ablations and/or biopsy, aspiration and drainage.

To provide general information to patients (and carers) as well as basic clinical information (e.g. explanations about procedures) as/if appropriate.

### **POLICY/SERVICE DEVELOPMENT**

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

### **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.

### **RESEARCH AND DEVELOPMENT**

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

### **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.

### **MENTAL EFFORT**

There is a frequent requirement for prolonged concentration, multitasking, and effective prioritisation of patient pathways. The post holder must process and manage complex information, coordinate between clinical teams, and respond to time-sensitive demands while maintaining accuracy. Frequent interruptions and the need for problem-solving in a fast-paced environment contribute to the overall cognitive load, requiring strong organisational skills and attention to detail.

### **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

### **OTHER RESPONSIBILITIES**

Take part in regular performance appraisal.

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.

### **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 minimizing 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

<b>Job Title</b>	Medical Imaging Cancer Patient Navigator
------------------	------------------------------------------

Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
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	√	
NVQ level 4 or equivalent experience	√	
<b>KNOWLEDGE/SKILLS</b>		
Awareness of local services and resources	√	
Understands and demonstrates behaviours which value equality, diversity and meets trust values.	√	
Working knowledge of medical terminology		√
<b>EXPERIENCE</b>		
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		√
<b>PERSONAL ATTRIBUTES</b>		
Core communication and relationship building skills	√	

JM0395a – based off JM0395 Dermatology Cancer Patient Navigator, matched 06/09/2023, consistency checked 15/09/2023

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	√	
<b>OTHER REQUIREMENTS</b>		
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
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	Y	X			
Exposure Prone Procedures	N				
Blood/body fluids	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
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)	N				
Animals	N				
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
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				
<b>Other General Hazards/ Risks</b>					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	Y		X		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	Y	X			
Challenging behaviour	Y		X		