

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | **Dermatology Cancer Patient Navigator** |
| **Band**  | **4** |
| **Responsible To:** | **Skin Cancer CNS/Dermatology Manager** |
| **Accountable To** | **Cancer Services Manager** |
| **Department/Directorate**  | **Cancer Services and Unscheduled Care** |

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| **JOB PURPOSE**  |
| 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.The main aims of the role are:* to be the central point of contact for patients referred to the dermatology 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.

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. The Navigator will be based predominately in the Dermatology Unit, Litchdon House, Barnstaple, EX32 9LL 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 referral notifications from the dermatology 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.
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| **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:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Dermatology admin team
* Dermatology clinical team
* Cancer Services Team
* Plastics clinical team
 | * Patients, relatives and carers
* GPs and other practice staff
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| **ORGANISATIONAL CHART**  |
| Cancer Services Manager Clinical Matron for Cancer ServicesClinical Nurse Specialist **Dermatology Cancer Patient 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. |
| **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 dermatology, skin 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 highly complex data required by the National Disease Registration Service (NDRS), Public Health England and will be required to maintain confidentiality at all times.
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| **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.
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| **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.
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| **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’.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * The post holder will observe personal duty of care in relation to equipment and resources used in course of work.
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| **HUMAN RESOURCES**  |
| * Provides advice, or demonstrates own activities or workplace routines to new or less experienced employees in own work area.
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| **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.
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| **PHYSICAL SKILLS** |
| * The post holder requires highly developed keyboard skills, where accuracy is important, but there is no specific requirement for speed.
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| **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.
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| **MENTAL EFFORT** |
| * The post holder needs to be particularly alert for cumulative periods of one to two hours at a time 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.
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| **EMOTIONAL EFFORT** |
| * The post holder may occasionally experience exposure to distressing or emotional circumstances.
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| **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 road traffic accidents, spills and harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.
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| **OTHER RESPONSIBILITIES**  |
| Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute 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 infectionAs 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.
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| 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 job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements. This procedure is jointly conducted by each manager in consultation with the post holder. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves 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. Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. 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.T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | **Dermatology Cancer 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  | √√√ |  |
| **KNOWLEDGE/SKILLS**Awareness of local services and resourcesUnderstands 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 skillsActive listenerAbility to work autonomously, as well as part of a teamGood organisational skills Good prioritisation skills/ Ability to use own initiativeAbility to solve problems and make decisions under pressure Willing to act as a role modelExhibits high levels of integrity, courtesy and respect to othersAbility to deal with sensitive and confidential information in a tactful, sensitive and diplomatic wayAbility to retrieve information from a wide range of sourcesAdministrative skillsAnalytical skillsCalm under pressureConscientious, self-motivated and enthusiasticFlexible, adaptable, punctual and professional  | √√√√√√√√√√√√√√√ |  |
| **OTHER REQUIREMENTS** The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the TrustWilling to undertake the necessary training to underpin effective fulfilment of the roleAbility to travel to other locations as required.  | √√ | √ |

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