

JOB DESCRIPTION

JOB DETAILS	
Job Title	Radiotherapy Late Effects Navigator
Reports to	Radiotherapy Late Effects Specialist Lead Radiographer
Band	Band 4
Department/Directorate	Clinical Support and Specialised Services

JOB PURPOSE
To provide comprehensive administrative support to the services who plan and deliver care to patients who experience late effects following their radiotherapy treatment. The navigator role involves patient triage, collation and recording of data and tracking patients along their pathway within this service. The main aims of the role are: - To be the central point of contact for patients referred to the radiotherapy late effects service - 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 throughout the late effect's pathway, ensuring that the patient's clinical history is available for triage and clinical consultation, all appointments are timely and effectively communicated and onward referrals are appropriately managed - To ensure service level data is collated and presented for reporting 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. This role will support the late effects services across the Peninsula Cancer Alliance, these services specifically being based in Exeter, Torbay, Plymouth and Truro.
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
- Provide comprehensive administrative support to the radiotherapy late effects services based in Exeter, Torbay, Plymouth and Truro. The post holder will be based in Exeter, though there may be the occasional requirement to travel to the other sites for the purpose of developing effective working relationships and workstreams - To utilise effective communication skills that are responsive to the communication needs of individual patients, frequently needing to use tact, reassurance and sensitivity. 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 utilise effective communication skills across a range of healthcare services to ensure a seamless care pathway for the individual patient - Key responsibilities include organising referrals into the service and assisting with patient triage, collation and recording of patient data, patient tracking and co-ordination of patients' referrals and appointments - Liaise with wider clinical teams to collect information relevant to patient referrals to support clinical patient management - Use high level communication skills to liaise with patients and escalate information to the clinical teams

JM0630a – based off - JM0630 Haematology Patient Navigator, matched 31/01/2024, consistency checked 05/02/2024

Reviewed & Approved by JE 06/07/2026

- To act as a single point of contact for patients, carers and the healthcare team throughout the late effect's pathway, supporting the delivery of a seamless, high quality and efficient service for patients.
- To appropriately signpost and link in with colleagues in other organisations as appropriate to meet patients' needs.
- 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.
- Be responsible for the timely management of own workload, demonstrating excellent organisational and IT skill and a high level of attention to detail when handling data to ensure accuracy
- Collate and produce data and reports for local governance meetings and regional commissioners

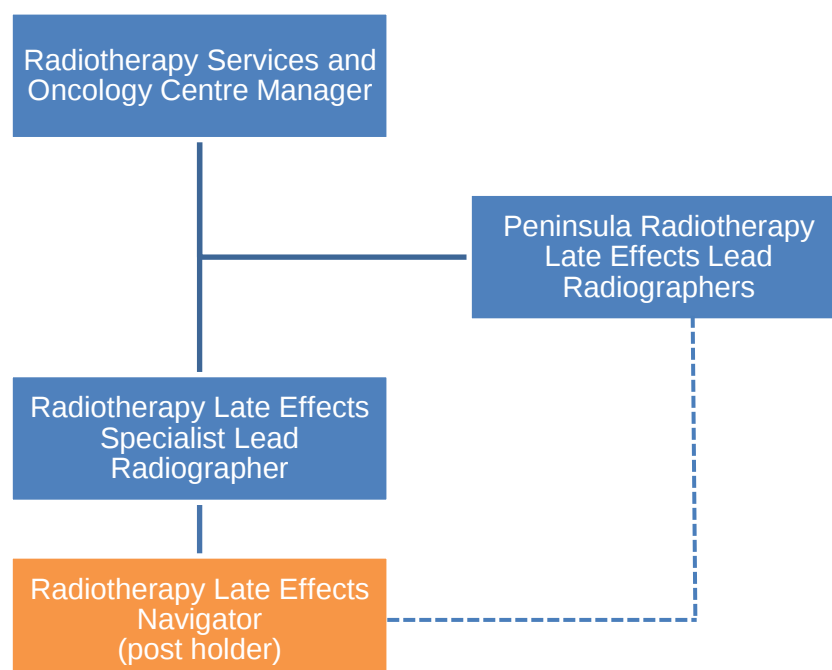
KEY WORKING RELATIONSHIPS

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
• Therapeutic Radiographers • Surgical or medical clinicians within the multidisciplinary team • Nursing staff, Cancer Nurse Specialists, other AHPs involved in patient care • Other patient support services such as Enhanced Supportive Care, Living with and Beyond	• Patients and their carers • GP Surgeries, Cancer Nurse Specialists • SW Radiotherapy Network • Charitable organisations e.g. local cancer charities

ORGANISATIONAL CHART



FREEDOM TO ACT

- The post holder will be guided by Standard Operating Procedures (SOPs), 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.
- Be accountable for own actions in relation to working without direct supervision, remaining aware of own limitations and the need to seek advice where necessary

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 radiotherapy, oncology and wider Trust services.
- They will effectively liaise with a range of healthcare stakeholders across several organisations, ensuring accuracy when giving or receiving information or data and escalating any issues where 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.
- They will demonstrate high levels of empathy, sensitivity and professionalism in all communications with patients, recognising that many patients who access the late effects service are experiencing emotional, psychological and/or physical distress
- They will use highly effective communication skills when contacting patients, providing clear information regarding the late effects service and the requirement for the patient to provide information to facilitate the triage process, being able to adapt communication techniques where there are barriers to effective communication e.g. language barriers, speech difficulties
- The post holder will adhere to legislation and Trust policy and procedure in relation to all communications, with particular regard for confidentiality and data protection
- The post holder will use effective and timely communication skills to ensure collaboration between radiotherapy late effects services and the coordination of patients across the Peninsula Cancer Alliance
- The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

ANALYTICAL/JUDGEMENTAL SKILLS

- The post holder will undertake scoring and basic statistical analysis of validated questionnaires and escalate outcomes appropriately so that patients receive feedback, advice or an appointment as indicated by the results
- The post holder is required to develop and maintain IT processes and tools to collate data relating to service provision, activity and performance in order to provide evidence of service impact to relevant stakeholders
- They will ensure all patients who access the late effects service are suitably registered and activity coded to facilitate analysis of key performance indicators such as patient numbers and referral patterns
- 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 wider clinical team

PLANNING/ORGANISATIONAL SKILLS

JM0630a – based off - JM0630 Haematology Patient Navigator, matched 31/01/2024, consistency checked 05/02/2024

Reviewed & Approved by JE 06/07/2026

- 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 team

The post holder will be required to coordinate complex pathways for patients who have been referred in to the late effects service through a variety of different routes both internal and external to the Trust.

Specific examples of planning and organisational tasks include:

- Tracking patients throughout their late effect's pathway across all four late effects services in the Peninsula to ensure timely and coordinated care
- Booking patient appointments, occasionally needing to coordinate joint appointments with the late effects team and wider healthcare services; updating patients who are awaiting notification of dates for imaging/other investigations/treatment etc
- Assisting clinic preparation by ensuring that patients have received and completed their pre-assessment questionnaires and that the data is collated and available in time for their consultation
- Ensuring that service documentation and patient information resources are up to date and available locally at all clinical sites
- Offering support to the late effects team in arranging investigations and onward referrals
- Organising and coordinating regional late effects MDT meetings, ensuring relevant information is prepared and outcomes are recorded and actioned
- Ensuring that data required for reporting purposes is prepared and available by the given deadlines

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
- The post holder will communicate with patients at regular intervals, in a sensitive professional manner adhering to the trust values at all times.
- They will provide patients with information and guidance about their appointments, ensuring that the patient receives appropriate verbal and written information
- The post holder will ensure the patient progresses through their pathway in a timely manner, aiming to resolve any delays as able.
- They will liaise with patients and other healthcare professionals (e.g. GP services) to ensure that appropriate data relating to the patient's medical history and current symptoms is available ahead of their clinic consultation to support effective service delivery
- They will 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.
- Advise patients and carers on how to make contact when they feel they need support in their care pathway.

POLICY AND SERVICE DEVELOPMENT

- The post holder will follow Trust policies and participate in policy and service development as appropriate, alongside the radiotherapy late effects services teams.
- Where applicable, support the implementation of service change once improvements have been identified and agreed
- Assist with the development and analysis of patient feedback to facilitate service improvement
- Assist with the development of healthcare professional and patient information resources
- Take an active role in the promotion of the late effects service, both internally and externally to the respective Trusts

JM0630a – based off - JM0630 Haematology Patient Navigator, matched 31/01/2024, consistency checked 05/02/2024

Reviewed & Approved by JE 06/07/2026

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 patients with late effects of radiotherapy treatment - Maintain and update own training relevant to post
INFORMATION RESOURCES
- The post holder will require excellent IT skills to use various Trust and radiotherapy-specific clinical systems, including the new Devon-wide 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 patient information/data on behalf of the clinical late effects staff, 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 a high level of data integrity and maintaining confidentiality. - Administer and collate patient EORTC Quality of Life questionnaires. - Administer and collate patient satisfaction surveys.
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. - Assist with preparation and presentation of data for clinical audit to support service review and development
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
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.
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 - Be willing to complete training in advanced communication skills.

WORKING CONDITIONS

- Exposure to unpleasant working conditions is rare within this role.
- On occasion the post holder may be required to travel to a variety of locations to meet service requirements and to attend peer and inter-disciplinary meetings.

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 (DSE) 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	Radiotherapy Late Effects 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	✓	
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 services		✓
PERSONAL ATTRIBUTES		
Core communication and relationship building skills	✓	

JM0630a – based off - JM0630 Haematology Patient Navigator, matched 31/01/2024, consistency checked

05/02/2024

Reviewed & Approved by JE 06/07/2026

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	N				
Blood/body fluids	N				
Laboratory specimens	N				
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)	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	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		✓		
Mental Effort	Y				✓
Emotional Effort	Y		✓		
Working in isolation	N				
Challenging behaviour	Y		✓		