

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Patient Navigator |
| **Reports to** | Admin Line Manager |
| **Band** | 4 |
| **Department/Directorate** | Preparation for Surgery / Surgical Services |

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| **JOB PURPOSE** |
| The Preparation for Surgery Patient Navigator is a new **non-clinical** role within preoperative assessment teams.  To undertake analysis, judgement and detailed patient pathway validation directly from dashboards and reports within EPIC and provide patient level pathway information when requested.  To be the central point of contact for patients referred to Preparation for Surgery.  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. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| To provide administrative support as an integral part of the role, ensuring a high quality and timely service is offered to all internal and external customers.  To provide and develop a range of specialist software skills relevant to team and plan for the standard of these to be maintained.  To be the central point of contact for patients referred to Preparation for Surgery who require their health and welling optimised and to support healthcare professionals with optimising a patient’s pathway.  Be readily available to offer training and guidance to specified specialities, enabling open discussions to support continual learning of RTT and adherence to the Access Policy.  To provide a complete package of assessment and communication for patients waiting for surgery.  To provide a high quality, efficient and customer focused service to Trust staff, patients and visitors.  To ensure that individual needs are supported and met.  To present a positive impression of the team and services; taking a shared and constructive approach to changing circumstances and remaining calm under pressure.  To act independently on matters affecting the day to day running of the service, using initiative to make decisions.  Ensure all information is secure and confidentiality of information is maintained at all times.  Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy.  Ensure the professional image of the Trust is maintained at all times. |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility: Preparation for Surgery    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** | | * Cluster Manager/Support Manager | * Contractors to the Trust | | * Admin Line Manager | * External NHS Organisations | | * Admin / Secretarial teams |  | | * Governance Manager * Consultant Surgeons * Consultant Anaesthetists * Theatres * BI analysts |  | |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| To plan and organise own work schedule, demonstrating good time management and ensuring anticipated difficulties in meeting deadlines are reported promptly.  Interpret BI reports and reports from EPIC in order to plan and prioritise own workload.  Work is managed rather than supervised then reviewed at regular intervals.  Provide specialist operational knowledge on administration within Epic.  Work within Trust and NHS-E policies and processes. |
| **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.  Contacting all patients newly listed for a surgical procedure to ask them to complete a patient health form, and where required supporting them to complete the form.  Contacting low-risk patients to inform them of the outcome of their triage assessment, and where appropriate and under the direction of senior clinical support, using approved materials to provide them with universal advice about preoperative preparation, including diet, exercise/activity and healthy living.  Acting as the main point of contact for the preoperative assessment team for patients  Supporting delivery of an agreed process for contacting all patients on an inpatient waiting list at least once every three months, and more often if clinically indicated, to find out if there has been any change in their health status or decision to proceed with the surgery. Most providers can be expected to automate this process (for example, text message, email or letter) but that to follow-up non-responders will be supported by the Preparation for Surgery Patient Navigator.  Under the guidance of the preoperative assessment nurse and/or senior clinician, arranging an appropriate follow-up appointment for higher-risk patients.  Ensuring that all patients and their GP/GP practice are sent a copy of a letter outlining surgical risk and next steps. Encouraging and reminding patients to take this to any GP and practice nurse appointments they have.  Where relevant, encouraging patients to find out if their GP practice has a social prescribing link worker and/or a health coach, and how they can refer themselves. Working with the local Integrated Care Board or healthcare system to identify local community links that may benefit patients.  Following up on behalf of clinicians to ensure that referrals to hospital medical specialties or to support in the community have been picked up and acted on by the receiving teams/services.  Following up by phone any patients who do not respond to the three-monthly (or more frequent where indicated) contact.  Notifying clinicians of any changes in a patient’s health status identified at the three-monthly (or more frequent) contact.  Liaising with booking and scheduling teams about planned surgery dates and to keep them informed and aware of when a patient is optimised for surgery.  The postholder 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.  Supporting monitoring, evaluation and quality improvement. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Collating information provided at point of referral from primary care and in the patient health form.  Using this information to initially triage patients and identify those likely to require targeted optimisation (for example, for a known co-morbidity) or specialised optimisation (for multi-morbidity and/or poor fitness, nutrition, etc). Information should be compiled in a template suitable for clinical review and final determination of patient category. This triaging will be supervised by registered healthcare professionals and no clinical decision-making will be made by non-clinical staff alone.  To carry out analysis of information relating to calls and requests through the departments to drive route cause analysis problem solving techniques.  To update RTT pathways where information is identified that has not been included on the pathway which may affect clock start or stop dates. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| To plan own workload and organise and plan duties for the department under the area of line management responsibility, ensuring that workload is distributed fairly.  To organise and coordinate meetings as required, preparing relevant documents for presentation as needed.  To work as an effective and responsible team member, prioritising and organising work in a manner that maintains and promotes quality. To ensure that there is adequate cover for the Departments at all times.  To ensure that the day to day operations of the departments are completed in an accurate, appropriate and timely manner. |
| **PATIENT/CLIENT CARE** |
| Incidental patient contact.  To manage complaints received, referring to the Divisional and Departmental Managers if they cannot be satisfactorily resolved at a local level.  To manage feedback via Care Opinion and escalate themes to line manager.  Identify indicators of patient need or change in condition through telephone contact, and respond appropriately as per protocol and/or liaison with healthcare professionals.  Deliver patient-centred, self-management support and education as appropriate, in conjunction with healthcare professionals. |
| **POLICY/SERVICE DEVELOPMENT** |
| To implement work policies/SOPs within own work area and undertake work to develop policies as required.  To propose new policies/SOP’s, as required for own work area. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| To monitor the use of supplies and ensure this is done efficiently and cost effectively in line with the needs of the service.  To have a personal duty of care in relation to equipment and resources used within the department.  To place procurement orders as required. |
| **HUMAN RESOURCES** |
| Engendering a learning organisation; sharing expertise across the Preparation for Surgery admin team and wider surgical service.  To support recruitment campaigns by undertaking or assisting the Line Manager in shortlisting of candidates.  To act as a role model for continual learning.  To provide cross-cover with the Admin Team Leader for Preparation for Surgery; supporting the Admin Team Leader with PDRs, absence management and mandatory training. |
| **INFORMATION RESOURCES** |
| Responsible for computer systems and software operation as a local subject matter expert for areas that fall under the responsibility of the role.  Recording own information, entering data and updating EPIC to ensure complex patient pathways are accurately monitored and tracked through the use of dashboards, reports and BI reports.  To provide support to the management and clinical teams in identifying, reporting and resolving complex data issues in order to achieve a high standard of data collection.  Use of advanced IT skills required for EPIC and Microsoft applications such as Excel.  Ensure patient pathways are correctly linked in EPIC and reflect the patient journey.  Use Excel to create and work on complex spreadsheets, analysing data to present evidence to improve patient pathways. |
| **RESEARCH AND DEVELOPMENT** |
| Participate in audits and surveys as required, e.g. staff surveys. |
| **PHYSICAL SKILLS** |
| Standard keyboard skills required.  To regularly use a range of IT packages to fulfil job requirements.  To have a broad knowledge of the Trust’s Division Wide IT Systems including access control.  To maintain department equipment as required. |
| **PHYSICAL EFFORT** |
| There is a requirement to sit for long periods of time at a VDU in order to analyse data on a PC/laptop for a substantial proportion of the working time. |
| **MENTAL EFFORT** |
| Requirement for concentration and attention to detail when reviewing and amending complex pathways.  Work pattern is predictable. |
| **EMOTIONAL EFFORT** |
| Occasional exposure to upsetting situations, when dealing with complaints and correspondence from staff, patients and visitors. |
| **WORKING CONDITIONS** |
| Office conditions.  Use of VDU equipment more or less continuously on most days. |
| **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.  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** | Preparation for Surgery Pathway Navigator |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Educated to ‘A’ Level standard or equivalent  Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English  NVQ Level 3 in Business Admin or equivalent  ECDL, CLAIT or equivalent | E  E  E  E |  |
| **KNOWLEDGE/SKILLS**  Proven ability to motivate staff & encourage teamwork  Ability to promote good working liaisons between staff  Ability to coach / Mentor others  Ability to engage & influence staff within their area of responsibility  Ability to deal with members of a multidisciplinary team  Excellent planning & organisational skills  Ability to prioritise workload to respond to changing demand  Ability to co-ordinate complex diary management  Ability to liaise and communicate with staff at all levels  Motivation and negotiation skills  Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives  Ability to promote good working liaisons (staff, patients, relatives)  Extracting information / Listening Skills  Ability to handle complex enquiries - distressed & anxious patients  Ability to deal with challenging behaviour  Ability to provide excellent customer care  Knowledge of IT databases and computer systems  Comprehensive PC skills - databases, word-processing, email, Excel  Understanding of hospital IT systems  Analytical skills & ability to problem solve  Good decision making skills  Proven strong administration skills  Accurate data entry  Excellent telephone manner  Knowledge of Trust procedures  Able to work independently, with minimum supervision  Thorough understanding of NHS performance targets  Understanding of the basics of Finance and Health & Safety | E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E | D  D  D  D  D  D |
| **EXPERIENCE**  Previous clerical experience  Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG  Supervision and the development of staff | E | D  D |
| **PERSONAL ATTRIBUTES**  Enthusiastic highly motivated & committed to delivering a service  Understand team work and work within a team  Able to plan and organise workload  Able to prioritise own work load and meet deadlines  Ability to work un-supervised  Can remain calm and professional in a busy environment  Empathetic, but able to understand professional boundaries  Smart appearance, adhering to the Uniform Policy  Welcoming friendly and approachable manner  An adaptable approach to work  Flexible approach to working hours  Commitment to continual development to inc. relevant new systems, policies and procedures  Adheres to relevant Trust policies & procedures  Adheres to confidentiality & data protection requirements | E  E  E  E  E  E  E  E  E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  Recommended training requirements:  Five e-learning modules, each 30 minutes duration covering:   * overview of the role * what early perioperative care is, why it is important and how it fits into the patient pathway * risk factors for surgery * triage process they will be doing * importance of regular patient follow-up * role of evaluation and service monitoring * ASA grading * use and basic interpretation of common risk assessment tools, for example, Duke Activity Status Index, Surgical Outcome Risk Tool; Clinical Frailty Scale; basic exercise test, for example, six-minute walk test; incremental shuttle walk test   Personalised Care Institute E-learning modules covering:   * personalised care core skills (1 hour) * shared decision making (30 min) * 2 day Care Co-ordinator training delivered either face to face or in virtual classrooms   (training should be completed within first month in post) | E |  |

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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** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  | X |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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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) | N |  |  |  |  |
| 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 |  |  |  | X |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| 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 |  |  |