

JOB DESCRIPTION

JOB DETAILS	
Job Title	HCC Surveillance Pathway Navigator - Team Leader
Band	4
Responsible To:	Admin Line Manager
Accountable To	Admin Services Manager
Department/Directorate	Hepatology (Gastroenterology)/Medicine

JOB PURPOSE

The primary purpose of the HCC Surveillance Pathway Navigator role is to be a central point of contact for patients on HCC Surveillance; helping to ensure the individual needs of the patient are supported and that care is built around those needs.

Under the direction, guidance and supervision of the Hepatology team, the post holder will coordinate the care and monitor surveillance pathways for patients with cirrhosis enrolled in Hepatocellular Cancer Surveillance. The post holder will also have a specific focus to provide direct support for patients to maintain engagement in surveillance pathways ensuring they receive surveillance scans on schedule.

The HCC Surveillance Pathway Navigator will be involved from the beginning of the pathway. They will maintain effective communication both with and on behalf of the patient – signposting to other resources and information as defined by patient need and liaising with staff and services to ensure tests and appointments are scheduled in a timely manner. It is envisaged that the Patient Navigator will have a specific focus on the more direct support of harder to reach patient groups.

Key deliverables include work to facilitate a smooth patient journey ensuring that co-ordinated and streamlined administrative processes revolve around patients identified as eligible for cancer surveillance. The Pathway Navigator will support the patient journey by providing a single point of access, including rapid re-entry into the system for those people identified as having urgent or specialist needs.

The post holder will have administrative responsibilities including data management and patient tracking, alongside Team Leader responsibilities in providing leadership for the Service Administrators and direct line management of some members of the team.

The Navigator will be based predominately in the Wonford site but may be required to work in other areas as appropriate as directed by the line manager.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- To work as a member of the Hepatology team providing patient coordination and care, for those referred to the team under HCC Surveillance, in ensuring a smooth and efficient service for patients. They will support patients by helping them navigate through surveillance and recall and by signposting to other services as appropriate.
- The post holder will improve patient experience by providing a friendly non-clinical contact point for patients and their families, providing support and information throughout the entire surveillance pathway and reduce patient anxiety and provide reassurance and information on interventions/tests, ensuring patients arrive for interventions fully prepared.

- The post holder will provide psychological, emotional and practical support, acting as a single point of contact for patients and their families and as a liaison point between team members both in primary and secondary care.
- Co-ordinate and provide administrative support to the clinical teams (and their secretarial staff) to ensure all relevant paperwork and clinical information is available for consultations.
- Maintain and populate the Patient Tracking list for the Liver Health Checks clinics and HCC Surveillance Tracker for the people engaged with the pilot across the ODN
- Identify from the Tracking list the next steps in the patients' surveillance pathway in line with target surveillance dates and or clinical need (Peer review)
- Develop an understanding of the milestones within the Liver Cancer surveillance pathway and relevant national guidance (e.g., NICE).
- Update on all enquiries regarding patients' liver disease stage care and treatment on the cancer surveillance pathway (or diagnostics within the pilot e.g., Fibro scan) from the patients GP in a timely manner
- Triage incoming calls, using a risk assessment framework and initiate appropriate response according to protocols and individual pathways, using good communication skills, basic clinical awareness and appropriate tools and procedures, liaising as appropriate when non-routine and refer clinical decisions to the team for assessment and review.
- Provide basic telephone advice regarding appointments and test schedules and refer on or signpost to other sources of support (e.g., the British Liver Trust)
- Coordinate the necessary assessments, appointments, or investigations to fast-track people with abnormal results (suspected HCC) in the surveillance programme into the Cancer TWR pathway.
- Make pre planned outbound telephone calls to patients to remind patients of upcoming surveillance scans / laboratory diagnostics, and identify and assist in resolving any barriers to engagement (e.g., booking linked phlebotomy appointments for patients attending for surveillance USS)
- Co-ordinate text reminders for surveillance appointments for patients across the ODN
- The post holder will identify and resolve any barriers to patients' care pathway, by communicating sensitively with patients throughout and liaising with health professionals.
- To appropriately signpost and link in with colleagues, including those in external organisations as appropriate to meet patients' needs.
- To communicate with patients on a suspected cancer pathway, at regular intervals, to ensure they are aware of upcoming appointments, diagnostic tests/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'.
- 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.
- Escalate any issues and breaches of the waiting time standards to the cancer services team in line with agreed escalation procedures, alongside the MDT co-ordinator.

- Provide leadership to the Gastroenterology and Hepatology Admin Team, whilst directly line managing some of the members of the team. Follow resourcing and HR policies when managing team members, including the use of staff systems such as HealthRoster.

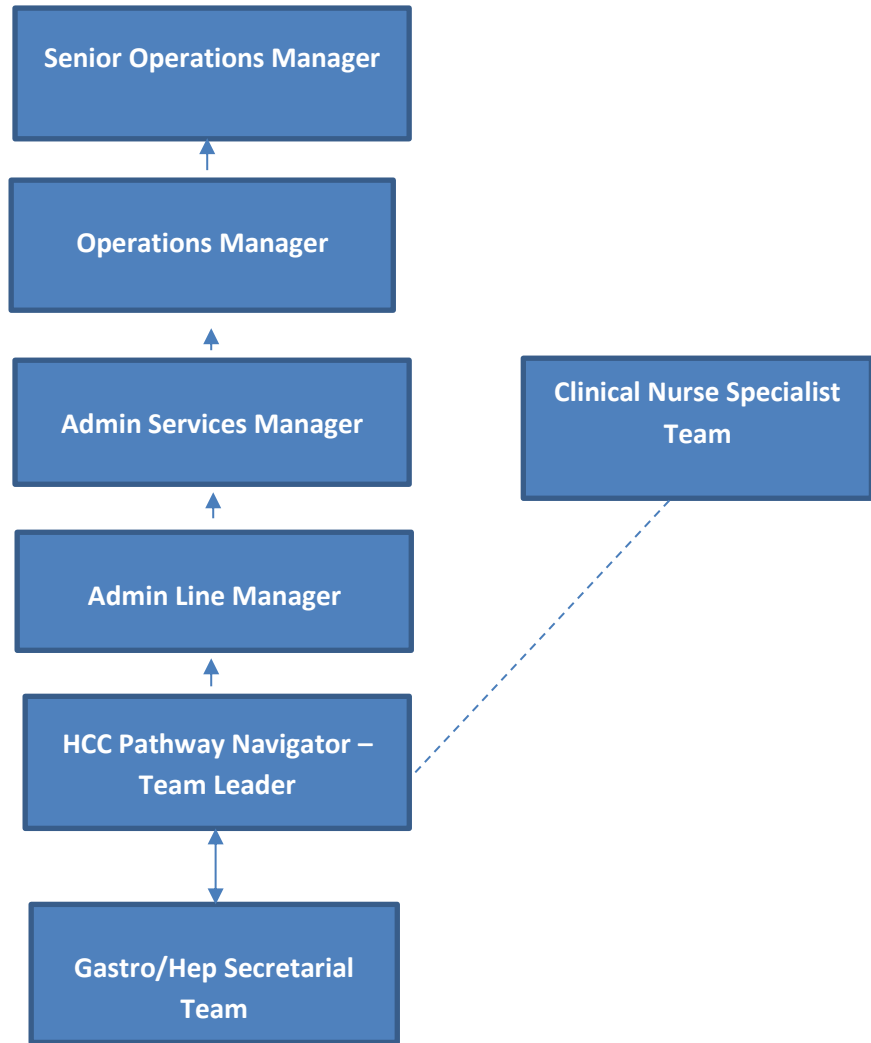
KEY WORKING RELATIONSHIPS

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 Hepatology Clinical team • The Hepatology MDT coordinator team • The Hepatology (Gastro) secretary teams, covering both Northern and Eastern sites. • Admin Line Manager/Admin Service Manager • Senior Operations Manager • Operations Manager • Radiology team • Pathology team • The wider Cancer Services Team • Other site-specific Cancer Patient Navigators 	<ul style="list-style-type: none"> • Patients, relatives and carers • Primary care colleagues • hepatology teams, including CNSs, based in other trusts within the Peninsula. • Hospice teams • Local, Regional and National charities • Community teams

ORGANISATIONAL CHART



FREEDOM TO ACT

- The post holder will be guided by Standard Operating Procedures (SOP's), good practice and established pathways.
- They will demonstrate an awareness of the limits of own scope of practice and knowledge and when to seek appropriate clinical support and advice.
- The postholder will work within Trust policies and procedures and 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 patients and their carers/families and a wide range of healthcare staff both inside and outside of the Trust. An example of this is to ensure that the outcomes of MDTs (either internal or external) are shared with the appropriate professionals in a timely manner.
- The post holder is required to establish and maintain relationships with all disciplines within the Hepatology, 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 with key departments (diagnostics, endoscopy, 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 communicate regularly with patients to ensure that they are aware of upcoming appointments, diagnostic tests/investigations and operations and offer practical support with the arrangements

ANALYTICAL/JUDGEMENT 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 which require analysis and assessment and which may contain conflicting information such as complex activity trends and projections, however this activity is likely to be supported by the CNS/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 own varied workload.
Specific examples include:
 - tracking and liaising with others to ensure follow up appointments are booked in a timely manner as well as organising results and treatment appointments for the Hepatology CNS team on an ad hoc basis.
 - Triage phone calls from patients and healthcare professionals
 - Updating patients who are awaiting notification of dates for imaging/other investigations/treatment etc,
 - Support the CNS team ahead of the local Hepatology MDTs and also the specialist MDTs, by pulling CNS documentation packs and ensuring that they are up-to-date.
 - Organising and scanning any hand-written notes/documents for patients who have deceased into specified folder for electronic storage, as appropriate.

PATIENT 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. This includes ensuring patients are aware of upcoming appointments, diagnostic test/investigations, dates for MDT discussion and to offer practical support with the arrangements acknowledging that they may be anxious or distressed, to reduce the risk of 'Did not attend'.
- The post holder will ensure the patient progresses through their pathway in a timely manner, aiming to resolve any delays as able for example by chasing internal pathology results or genetic mutation analysis results from across trusts within the Peninsula and then updating the patient packs and team of these results as appropriate. They will also closely monitor the timely return of imaging reports and start dates of surgical treatments, chasing where delays are occurring, as per escalation guidelines, sharing this

information appropriately with the clinical team and uploading results onto EPIC. This will be done alongside the Hepatology MDT co-ordinator and CNS team.

- 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 families 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.
- Act as patient advocate and facilitator to resolve issues that may be perceived as barriers to care.
- To provide support, alongside the Hepatology CNS team, with the Hepatology patient support groups and events.

POLICY/SERVICE DEVELOPMENT

- The post holder will follow Trust policies and participate in policy and service development as appropriate, alongside the Hepatology and cancer services teams. This could include involvement with audits, service and peer review processes, and staff management policies.

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 Hepatology team at RDUH North and East.
- Provide HR advice and guidance to the Gastroenterology and Hepatology Admin Team. Follow line management policies and processes.

INFORMATION RESOURCES

- The post holder will require excellent IT skills to use our clinic systems including the new electronic patient record system – EPIC- which rolled out in July across the trust, 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 Hepatology teams to support audits and reporting, using a range of electronic systems.

- 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 surveys.
- Use HR systems to fulfil Team Leader responsibilities, such as EVA (HR system) and HealthRoster (staff e-roster system)

RESEARCH AND DEVELOPMENT

- The post holder will comply with Trust, Divisional and team requirements as appropriate, working alongside the Hepatology 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 and a need for lifting, pushing, pulling objects, such as patient notes for short periods.

MENTAL EFFORT

- There is a frequent requirement for prolonged concentration with the post holder needing to be particularly alert for cumulative periods of one to two hours at a time when checking detailed documents; or analysing detailed statistics.

EMOTIONAL EFFORT

- The post-holder will be expected to work in a busy environment and be able to deal with sensitive and potentially upsetting situations.

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 spills and harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

OTHER RESPONSIBILITIES

The postholder may be required to work in other administrative areas on occasion as appropriate as directed by their line manager.

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 yourself 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 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 developed our long-standing partnership and became a single integrated organisation across Eastern and Northern Devon in April 2022. 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.

PERSON SPECIFICATION

Job Title	HCC Surveillance 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 resources	√	
Understands and demonstrates behaviours which value equality, diversity and meets trust values.	√	
Working knowledge of medical terminology, or willing to acquire		√
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		√
Experience in line management		√
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	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)	Y	√			
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/transport	Y	√			
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	Y				√
Emotional Effort	Y			√	
Working in isolation	Y	√			
Challenging behaviour	Y		√		