

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Urology Cancer Patient Navigator |
| **Reports to** | Admin Line Manager |
| **Band** | **4** |
| **Department/Directorate** | Surgery and Cancer Services |

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| **JOB PURPOSE** |
| Urology cancer is a common cancer and chances of successful treatment is far greater if the cancer is diagnosed and treated at an early stage. Access to timely and effective cancer services is crucial for patient experience and outcomes.  By becoming a Pathway Navigator within the Urology team at the northern services of the Royal Devon University Healthcare NHS Foundation Trust, you will be involved with those on a suspected or confirmed Urology pathway, supporting them throughout their cancer pathway by maintaining high patient experience and outcomes.  The main aims of the role are:   * to be the central point of contact for patients referred to the Urology team with a suspected or confirmed Urology cancer diagnosis, * 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, alongside the MDT coordinator team, against the National Cancer Waiting Times targets, proactively highlighting any incidences at risk of missing targets to both the Urology and cancer services teams in a timely way.   The role is varied and includes administrative work, accurate data entry, 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.  **K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To work as a member of the Urology team providing patient coordination and care, for those referred to the Urology team with a suspected or confirmed cancer, in ensuring a smooth and efficient service for patients. They will support patients by helping them navigate through their often complex, timed cancer pathway and by signposting to others as appropriate. An example of this would be by providing logistical support to ensure tests are undertaken, with regularly follow up of those non-returned tests where applicable, communicating with patients and those involved in their care, in order to enhance compliance and completion of tests, in a timely manner. * 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 cancer 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. * The post holder will work closely and support the team with the delivery of Personalised Care Interventions following appropriate guidelines. * 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. * 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. |
| **KEY WORKING RELATIONSHIPS** |
| * The post holder is required to work closely 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** | |  |  | | * Urology Clinical team, including consultants and CNS teams * Urology Service Manager * Urology MDT coordinators * Admin and secretarial staff * Outpatient department (OPD), appointment/booking centre, diagnostics and imaging departments, pathology and endoscopy teams. * Clinic reception and clinic nurses * Members of the Cancer Services senior team * Other Pathway Navigators. | * Patients, relatives and carers * Primary care colleagues | |  |  | |

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| **ORGANISATIONAL CHART** |
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| **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 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 communicate regularly with patients, being their first point of contact, to ensure that they are aware of upcoming appointments, diagnostic tests/investigations and operations and offer practical support with the arrangements including supporting them with their bowel prep for endoscopy and also arranging appointment with them for telephone assessments and triage with the relevant CNS. * 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. * The post holder is required to establish and maintain collaborative relationships with all disciplines within the Urology, Cancer services, radiology and pathology teams, to provide a seamless service, which is responsive to the individual patients’ needs. * 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 also liaise closely with members of the Peninsula Cancer Alliance and regularly provide updates on the requested Faecal Immunochemical test (FIT) data. |
| **ANALYTICAL/JUDGEMENTAL 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 Telephone appointments for the Urology CNS team on an ad hoc basis. * Triaging phone calls from patients and healthcare professionals * Updating patients who are awaiting notification of dates for imaging/other investigations/treatment etc * Ensure appropriate databases such as the Qfit tracker are regular updated and the required datasets for the Cancer Alliance and national teams are completed as well as any ad hoc requests. |
| **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 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 and providing logistical support to ensure tests, such as qFit and blood tests, are undertaken in a timely manner by patients, following up any non-returned tests in order to ensure compliance and completion of tests. * 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 non-returned qFIT tests, and escalating any issues appropriately. This will be done alongside the Urology MDT co-ordinator and CNS teams. * 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 Urology CNS team, with the Urology patient support groups and events. |
| **POLICY/SERVICE DEVELOPMENT** |
| * To support the team with the delivery of the Personalised Stratified Urology Cancer Follow up (PSFU) pathways. This will include * Developing a database to track those on the PSFU appropriately * Support with inputting patients onto the database * Regular monitoring of a database, highlighting those who are due investigations/appointments to the CNS team, ensuring the patient is fully informed of these and that they happen in a timely manner, and updating the team when the results are available * To support the team with the development of a new Urology Family history/Lynch syndrome testing and surveillance pathways and the associated clinics as appropriate. It is anticipated that this will involve developing a patient database, tracking progress of each stage of the pathway and appropriately highlight results to the CNS as per agreed guidance. * The post holder will follow Trust policies and participate in MDT coordination, audits, service and Peer Review processes, as appropriate, alongside the Urology 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. * 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 Urology team. |
| **INFORMATION RESOURCES** |
| * The post holder will require excellent IT skills to use our clinic systems including the new electronic patient record system. 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 Urology teams to support audits and reporting, using a range of electronic systems. This will include being responsible for the collection, compiling and reporting of data concerning qFIT as per Cancer Alliance/National team requirements. * 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. |
| **RESEARCH AND DEVELOPMENT** |
| * The post holder will comply with Trust, Divisional and team requirements as appropriate, working alongside the Urology 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 may occasionally experience exposure to distressing or emotional circumstances. |
| **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** |
| 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. |
| **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.  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.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | **Urology 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.  AMSPAR (Health Academy) or British Medical Secretary qualification which includes medical terminology or equivalent experience.  Additional relevant knowledge acquired through further experience | √  √  √  √ | √ |
| **KNOWLEDGE/SKILLS**  Excellent written, verbal and interpersonal communication skills  Understands and demonstrates behaviours which value equality, diversity and meets trust values.  Working knowledge of medical terminology  Knowledge of cancer pathways/targets, e.g. 62-day target, Urology cancer best timed diagnostic pathway  Awareness of local services and resources | √  √ | √  √  √ |
| **EXPERIENCE**  Previous experience of working with the public and/or patients in a healthcare environment  Previous administrative and organisational experience  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 Urology services | √  √  √  √  √ | √  √ |
| **PERSONAL ATTRIBUTES**  Good organisational and administrative skills with ability to prioritise workload and exhibit high level of concentration.  Ability to work without direct supervision, as well as part of a team  Ability to use own initiative, with a flexible, proactive approach  Enthusiastic, self-motivated and hard working  Can work well under pressure and remain calm in difficult situations  Team work and ability to develop strong collaborative working relationships within different teams and relevant administrative, clinical and management staff  Core communication and relationship building skills  Active listener  Reliability and good time keeping  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  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. | √  √ | √ |

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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 | Y | √ |  |  |  |
| 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 | Y |  | √ |  |  |
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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 |  | √ |  |  |