

JOB DESCRIPTION

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

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| **JOB PURPOSE**  |
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| The primary purpose of the Urology Patient Navigator role is to be a central point of contact for patients with a suspected or confirmed urological cancer; helping to ensure the individual needs of the patient are supported and that care is built around those needs. Additionally, the post holder will facilitate seamless, coordinated pathway delivery including through escalation to relevant departments and a better, more personalised diagnostic experience for patients. They will work closely with the wider cancer team (both clinical and administrative), as well as other key health and social care providers, to enable person centred care and efficient implementation of the pathway (including achievement of the 28 Day Faster Diagnosis Standard). The Urology Patient Navigator will be involved from the beginning of the pathway and up to the point of definitive diagnosis (whether cancer or not). 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. Alongside the Urology team, the post holder will identify and resolve barriers to care, working flexibly and responsively to unlock bottlenecks and delays and will support with the delivery of personalised care Interventions such as completing Holistic Needs Assessments and supporting shared decision making and self-management. |

The Navigator will be based predominately in the Northern Devon District Hospital, Barnstaple, EX31 4JB 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 Urology team providing patient coordination and care, for those referred to the team with a suspected or confirmed Urological 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.
* 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, such as by completing holistic needs assessments and the subsequent care plan, with individuals as appropriate.
* 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.
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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**  |
| * The Urology Clinical team
* The Urology MDT coordinator team
* The Urology secretary teams, covering both northern and eastern sites
* Urology Service Manager
* Endoscopy unit team
* Radiology team
* Pathology team
* The wider Cancer Services Team
* The Oncology secretary teams based in both the northern and eastern sites
* The newly formed Macmillan AHP team
* The Living with and Beyond team, based in the Fern Centre at NDDH
* Other site-specific Cancer Patient Navigators
 | * Patients, relatives and carers
* Primary care colleagues
* Urology teams, including CNSs, based in other trusts within the Peninsula.
* Oncology teams in other trusts
* Hospice teams
* Local, Regional and National charities
* Community teams
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| **ORGANISATIONAL CHART**  |
| Cancer Services Manager Clinical Matron for Cancer ServicesClinical Nurse Specialist team**Urology Patient Navigator** |
| **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.
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| **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 Urology, 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
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| **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.
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| **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 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,
* Support the CNS team ahead of the local Urology 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.
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| **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 Urology 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 Urology CNS team, with the Urology patient support groups and events.
* To work collaboratively with the Living with and beyond team (based at the Fern Centre in NDDH) and the Urology CNSs to provide support to education sessions/programmes for Urology patients, their carers and families, including supporting Health and Wellbeing events.
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| **POLICY/SERVICE DEVELOPMENT**  |
| * The post holder will follow Trust policies and participate in policy and service development as appropriate, alongside the Urology and cancer services teams. This could include involvement with audits, service and peer review processes.
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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.
* 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 at NDDH.
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| **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 Urology 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.
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| **RESEARCH AND DEVELOPMENT** |
| * The post holder will comply with Trust, Divisional and team requirements as appropriate, working alongside the Urology and cancer services teams.
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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** |
| * 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.
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| **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.
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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 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 HandlingContribute 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 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 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.This 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 | √√√ |  |
| **KNOWLEDGE/SKILLS**Awareness of local services and resourcesUnderstands 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 | √√√√√ | √ |
| **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 | 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/transport | 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 |  | √ |  |  |