

# JOB DESCRIPTION

## 1. Job Details

Job title	Cancer Pathway Navigator
Job grade	AFC Band 4
Hours	
Reports to	
Division	Trust-wide
Department/Area	Trust-wide
Location	Sherwood Forest Hospitals NHS Foundation Trust

## 2. Job Purpose

'The overriding purpose is to support the provision of the highest quality patient care through personal actions and continuous improvement.'

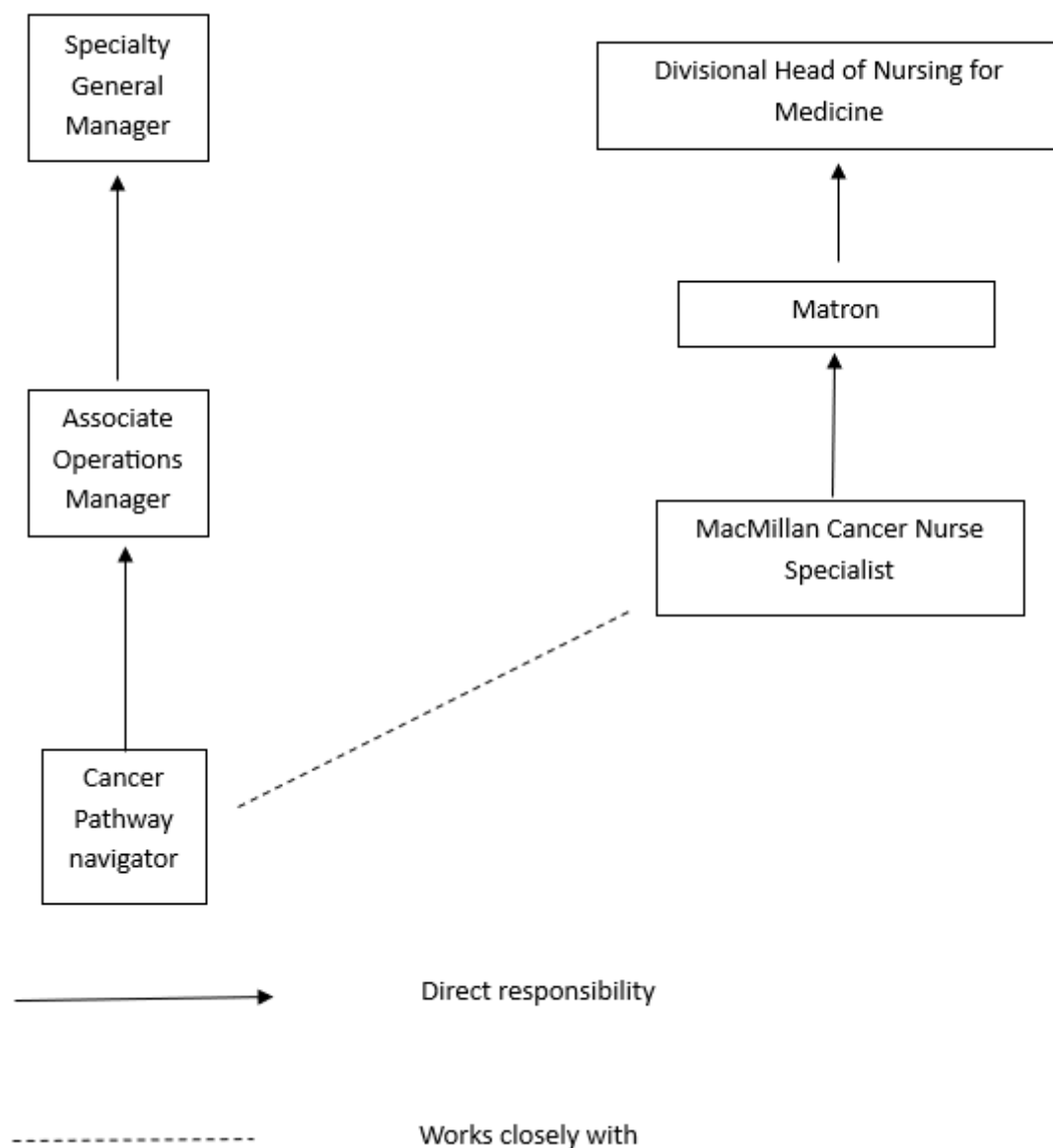
As the Cancer Pathway Navigator, you will ensure a co-ordinated, smooth, efficient service for patients through their cancer pathway. The Pathway Navigator role will be involved from the beginning of the pathway at the suspicion of cancer and will support the Division in implementing early diagnostic pathways for patients with suspected cancer to achieve definitive diagnosis by day 28.

The post holder will identify and resolve barriers to care including communicating sensitively with patients throughout their cancer pathway and liaison with health professionals to ensure tests and appointments scheduled in a timely manner. The post holder will work both directly and indirectly with Cancer Services to assist in coordinating the care of patients through their hospital care journey. The post holder will work closely with the Cancer MDT Co-ordinator to ensure patients move through pathways without unnecessary delays.

## 3. Role of the Department

The Lung Cancer Multidisciplinary Team is responsible for the support and care of adult lung cancer patients within the catchment area of Sherwood Forest Hospitals Foundation (NHS) Trust.

#### 4. Organisational Chart



#### 5. Key Result Areas

- Work collaboratively with Cancer Services and Divisional teams to ensure a co-ordinated, smooth, efficient service for patients, which is response to ensuring no delays within patient pathways
- Assist in arranging follow up appointments, rebooking scans, admissions as assessed by the specialist teams in a timely manner and ensuring sensitive communication with patients and escalate delays to Assistant Service Manager/Service Manager or to CNS if patient distressed

- Daily navigation of all patients through key steps in cancer pathways
- Oversee and manage clinic capacity and partial booking lists. Working across a range of IT systems to coordinate the booking of patient appointments in collaboration with patients.
- The booking of patients, preparation of diagnostics results, preparation of electronic patient files on infoflex and attendance at Lung multidisciplinary team meetings.
- The booking of diagnostic tests for patients eg PETs/CT/Bronchs/Biopsies and liaising with patients regarding bloods & protocol questions for CT
- Ability to promote patient centred care and establish good relationships with the teams involved.
- Communicate effectively with members of the multidisciplinary team to avoid delays in pathway and to keep patient informed at all times
- Ensure that all aspects of interaction with patients is documented in line with Trust policy and on the department's databases
- Liaison with Cancer Support Worker regarding completion of navigation/support with appointment co-ordination
- Co-ordinate and input in to Screening Review meetings
- To work collaboratively with the Division and Cancer Services in implementing early diagnostic pathways for patients with suspected cancer to achieve definitive diagnosis by day 28
- To demonstrate a professional approach to work and promote positive relationships with other departments/multidisciplinary teams across the Trust
- Participate in Cancer PTL meetings as well as others as requested by the Division or Cancer Services
- Maintain networks with cancer services & other pathway navigators at SFH
- Undertake any other tasks relevant to role as lung cancer pathway navigator

### **General Responsibilities**

- Participate in personal professional development programme and encourage this ethos in other staff with the aim of achieving progression and innovation. Take every opportunity to develop new knowledge and acquire new skills as appropriate to the role
- Work with divisional and corporate teams to foster strong supportive relationships and

support the achievement of overall Trust Objectives

- The post holder has a general duty of care for their own health, safety and wellbeing and that of work colleagues, visitors and patients within the hospital, in the addition to the specific risk management of clinical governance accountabilities associated with the post
- Observe and maintain strict confidentiality of personal information relating to patients and staff.
- This job description is intended as a guide to the general scope of duties and is not intended to be definitive or restrictive. It is expected that some of the duties will change over time and this description will be subject to review in consultation with the post holder
- To actively participate in the staff development review process
- To be familiar with relevant Operational, Personnel, Health and Safety Policies and procedures, including Fire, COSHH, No Smoking and Alcohol
- The post holder is required to be familiar and comply with relevant Operational, Personnel, Health & Safety policies and procedures including Fire, COSHH, No Smoking and No Alcohol February 2018
- Provide services across all 3 sites at SFH

THIS JOB DESCRIPTION ACTS AS A GUIDELINE TO THE RESPONSIBILITIES OF THE POST HOLDER AND WILL BE REVIEWED IN CONSULTATION WITH THE POST HOLDER AND AMENDED TO MEET CHANGING PROFESSIONAL AND SERVICE NEEDS.

## **6. Physical and Mental Skills**

### **Physical skills**

- Advanced keyboard use for data input to computer databases where speed and accuracy are necessary.

### **Analytical and judgemental skills**

- Judgements involving facts/analysis such as data items to be included/excluded on a daily basis.

### **Planning and organisational skills**

- Planning and organisation of a number of activities related the effective support of cancer pathways

## **7. Responsibilities of the Post Holder**

### **Human Resources and Development**

- Ensure the environment fosters a culture of engaged, motivated, and competent staff who are equipped to do what is asked of them
- To play a lead role in the project development skills of the team, ensuring that a consistent and high quality approach to their work including the production of reports, business cases and plans is employed, and that these are completed within agreed timeframes
- To be responsible, with management support, for their own personal and professional development and to actively contribute to the development of colleagues
- Enable people to exercise their rights and promote their equality and diversity

### **Person Centered Care**

- To actively seek an understanding of the perspective, preferences and what matters most to individual patients and their families/carers in relation to their holistic needs
- To offer personalised care and support which is developed in partnership with the patient (and their carers) and which ensures services are wrapped around and respond to the specific needs of the individual as much as possible; and to manage the expectations of patients and carers through clear explanations and information when elements of care may need to be more 'prescriptive'
- To provide coordinated care and support through the diagnostic phase of the patient's pathway
- To treat patients and their families/carers with dignity and respect at all times recognising their well-being and wider social and cultural background
- To demonstrate high levels of integrity, sensitivity and compassion in all aspects of the role which supports the development of trusting, meaningful partnerships with patients and their families/carers
- 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 (and in collaboration with the clinical team). This will require the post-holder to possess and demonstrate confidence in managing (sometimes) difficult conversations and be able to convey empathy and understanding at all times
- To be able to adapt the style of communication to meet the needs of differing individuals – taking in to account language, cultural, sensory, learning or other needs; and to use a range of communication methods and systems – taking action to resolve problems when communication fails
- To utilise 'every contact counts' opportunities to provide individually tailored information and advice which promotes self-management. Through the use of motivational skills and techniques, and health education – to "support people to recognise and develop their own strengths and abilities to enable them to live an independent and fulfilling life"; and to make

informed health related choices and decisions

- To work closely with colleagues across a range of support resources (including the voluntary sector) to ensure the needs of patients are effectively addressed and by appropriately skilled staff
- To ensure appropriate signposting to other organisations across health and social care and beyond; and to link to colleagues in other localities when the needs of the patient require this
- To support and lead initiatives that measure patient and carer experience (including the National Cancer Patient Experience Survey); working with the wider team to develop and implement actions which draw on the learning and reflection gained
- To act as an advocate and role model for person centred care across all components of the pathway to positively influence the approach and behaviours of other care/support providers

## **Navigation**

- To act as a single point of contact for patients (and carers) throughout the early stages of their pathway, supporting the delivery of a seamless, high quality and efficient service for patients
- To help navigate patients through key pathway steps, signposting to additional sources of information and advice where needed
- Liaise with other departments and organisations to ensure that investigations, opinions and treatments are sought in a timely fashion
- To help reduce patient cancellations, non-attendance for diagnostic tests and clinic appointments, therefore influencing progress through the site specific rapid diagnostic pathway
- To provide general information to patients (and carers), as well as basic 'clinical' information (e.g. explanations about tests) of relevance to their pathway and in accordance with agreements and protocol
- To foster effective relationships with key stakeholders across the pathway to promote a cohesive approach to support and pathway delivery which maximises patient experience and outcomes
- To support effective communication between primary and secondary care teams by providing accurate, up to date general advice and information related to a patient's care or needs – ensuring this is done with the patient's permission and involvement
- To undertake a range of administrative duties which facilitate and support co-ordination of care and pathway steps including assisting in the arrangement of appointments, tests, admissions etc. and ensuring effective communication with patients to promote understanding, provide information, minimise anxiety and foster engagement.
- To work collaboratively with Cancer Services (particularly MDT co-ordinators and trackers), clinical and operational teams in the navigation and delivery of pathway steps; and to escalate issues of pathway delay in a timely fashion and in accordance with pathway milestones and organisational procedures

- Where relevant, to attend the organisation's cancer PTL meeting in order to provide feedback on pathway problems (individual or collective) and receive direction/actions to unlock pathway bottlenecks
- To work collaboratively with the wider cancer services and multi-disciplinary team in the delivery of defined care plans (with a focus on the diagnostic end of the pathway); ensuring effective liaison with specialist clinicians where patient need or care dictates
- To support the smooth transition of patients with confirmed cancer, from the diagnostic phase to the treatment planning phase of their pathway – ensuring all key information is passed to the CNS and/or Cancer Support Worker team members and that patients and their families/carers are fully informed at all times
- To assume specific, delegated duties within the pathway as dictated by service and organisational need and which are commensurate with the role. This may include assisting specialist registered staff in the delivery of clinical interventions (under the direct supervision of appropriately qualified staff and in accordance to protocols and guidelines). For example, providing support to a patient through a diagnostic biopsy procedure being undertaken by an appropriate healthcare professional
- To maintain accurate documentation related to patient care and interactions – both written and electronic and to comply with all organisational policies relating to information governance, data sharing and confidentiality
- To actively engage in service improvement actions across the cancer pathway which maximise patient experience and outcomes; and deliver the 28 Faster Diagnosis standard
- To contribute to the collection and review of service related data (including qualitative feedback) for audit purposes and quality assurance
- Develop protocols and standard operating procedures related to the role and service; and which can be used to guide and develop new Cancer Pathway Navigators

## **8. Freedom to Act**

- Guided by standard operating procedures/guidelines with opportunity to determine how best to accomplish the defined results required for the post.
- Organises own workload on a daily basis, though guidance and advice is readily available from their Manager.

## **9. Physical, Mental and Emotional Effort Required**

### **Physical effort**

- Requirement for moderate physical effort to retrieve and file case notes for several short periods per day including pushing trolley with notes 2 to 3 times per day for 20 minutes. Also, light physical effort for short periods/frequent requirement for sitting in a restricted position. e.g. combination of sitting, walking or standing/word processing and inputting.

**Mental effort**

- Frequent requirement for concentration where the work pattern is unpredictable, e.g. interruption to respond to third party request.

**Emotional effort.**

- Exposure to emotional or distressing circumstances is rare.

**10. Outline of Working Conditions**

- The job requires frequent and prolonged use of a VDU and a keyboard on a daily basis



# Sherwood Forest Hospitals NHS Trust

## Person Specification

Post of

Attribute	Essential	Desirable	How Identified
Knowledge Requirements	<ul style="list-style-type: none"> <li>• Knowledge of Cancer Waiting Times standards</li> <li>• Excellent communication and interpersonal skills</li> <li>• Good organisational and administrative skills with the ability to prioritise workload</li> <li>• Ability to work well under pressure and remain calm in difficult situations</li> <li>• Ability to deal with sensitive information in a tactful and diplomatic way</li> <li>• Ability to use own initiative</li> <li>• Ability to retrieve information from a wide range of sources and in different formats</li> <li>• Ability to solve problems and make decisions under pressure</li> <li>• Ability to meet deadlines without compromising accuracy</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to communicate at all levels</li> </ul>	
Qualifications- Academic/ Craft/ Professional	<ul style="list-style-type: none"> <li>• Good General Education with GCSE level English and Mathematics ECDL or equivalent experience</li> <li>• Qualified to NVQ Level 3 or equivalent</li> </ul>		

	<p>health care experience</p> <ul style="list-style-type: none"> <li>• Knowledge of medical terminology</li> <li>• Experience coordinating a patient workload</li> </ul>		
Further Training			
Experience	<ul style="list-style-type: none"> <li>• Experience working in a health care setting</li> <li>• Computer literate and a good understanding of computer packages e.g. word/excel</li> <li>• Ability to establish and maintain a patient tracking database</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within multidisciplinary teams</li> <li>• Familiar with medical terminology</li> <li>• Ability to work in a demanding environment</li> </ul>	
Contractual Requirements	Demonstrate Trust CARE values.		

## Job Description Agreement

Job Holder's Signature ..... Date .....

Line Manager's Signature ..... Date .....

### General Statements

We are an organisation that aspires to continually learn and improve to ensure that we provide outstanding care for all. To enable this, *improvement, innovation and learning* are critical capabilities for colleagues to understand, and to implement and lead.

All employees have an individual responsibility to have a knowledge of and employ the basic principles of infection control practice and to ensure adherence to the requirements of the Infection Control Manual.

All staff employed by the Trust are required to work in a safe manner, in accordance with current health and safety legislation and with the general principles laid down in the Trust's Health and Safety Policy.

You are required to comply with all of the Trust's policies and procedures. These are obtainable on the Trust's intranet site, where guidance is also contained.

To undertake any other duties which may be reasonably regarded as within the nature of the duties, responsibilities and grade of the post as defined, subject to the proviso that appropriate training is given and that wherever possible significant changes of a permanent nature shall be mutually agreed and incorporated into the job description in specific terms and the post re-evaluated if the change is likely to result in a job evaluation score change.

'All employees have an individual responsibility to ensure all information both manually and electronically achieves and maintains the highest possible data quality standards by adhering to the Trust's Data Quality Strategy and Policy. Poor quality information impacts directly upon patient care, safety and the Trust's performance indicators and finances.'

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults.

## **Equality, Diversity and Inclusion**

Equality, Diversity and Inclusion are fundamental in contributing to an inclusive workplace at Sherwood Forest Hospitals. The Trust does not tolerate any forms of discrimination, racism, bullying and harassment. All staff, at all times, in the performance of their duties are expected to demonstrate equal treatment of everyone and ensure that every member of staff regardless of differences are respected, valued and appreciated. All staff are expected to have an understanding of the Trust's Equality, Diversity and Inclusion policy and associated Equality, Diversity and Human Rights Legislation. Equality, Diversity and Inclusion are fundamental in contributing to an inclusive workplace at Sherwood Forest Hospitals. The Trust does not tolerate any forms of discrimination, racism, bullying and harassment.

## **The NHS Constitution**

The NHS Constitution brings together in one place, what staff, patients and the public can expect from the NHS. It sets out the principles and values of the NHS and explains a number of rights, pledges and responsibilities for staff and patients alike.

The key document to read is the NHS Constitution. This is accompanied by The Handbook to the NHS Constitution which gives more detail of each of the rights, pledges, responsibilities, expectations and values. There is also a useful guide which gives more background information and explains the parts of the Constitution that are relevant to you.

### **The promises the NHS makes to you**

The NHS also makes certain pledges to you, which it is committed to achieving. These go above and beyond your legal rights and are a commitment to provide high-quality services.

### **What the NHS needs from you in return**

The NHS is a vital resource and we can all help it work effectively, and ensure resources are used responsibly. The NHS Constitution explains the ways in which you can do this, including:

- Recognising that you can make a significant contribution to your own, your family's good health & wellbeing, and taking some personal responsibility for it
- Registering with a GP practice
- Following courses of treatment you've agreed to
- Always treating NHS staff and other patients with respect
- Keeping GP and hospital appointments – or if you have to cancel, doing so in good time
- Giving feedback – both positive and negative – about treatment you've received

