

# CANCER PATHWAY COORDINATOR

## Candidate Pack



## Our Trust

At The Shrewsbury and Telford Hospital (SaTH), our vision is to provide excellent care for the communities we serve. Working together across our teams, we provide district general hospital services for around half a million people in Shropshire, Telford & Wrekin, and mid-Wales.

Our main service locations are The Royal Shrewsbury Hospital and The Princess Royal Hospital, Telford, which together provide 99% of our activity. Alongside these, we also provide community and outreach services across the local area.

As one of Shropshire's biggest employers with around 7,000 staff, we offer a wide range of opportunities to build a rewarding career across both clinical and non-clinical roles. Our people are dedicated and passionate, working together to deliver the best patient care. No matter your role, you'll be joining a supportive team environment where you'll be able to make a real difference for our patients.

We are committed to supporting you at every stage of your career with us, whether you're starting something new or looking to take the next step into leadership. With strong partnerships and our newly awarded university hospital status, you'll have access to excellent education, mentoring and experience to help you thrive.

## Our Vision

"To provide excellent care for the communities we serve"

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## Our Values



# Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

## C.A.R.E. Meaning and Practice

**Compassion** - Demonstrate genuine kindness, empathy and humanity in every interaction.

Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

**Acknowledge** - Actively listen and be fully present.

Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

**Respect** - Treat everyone with dignity, honesty and fairness at all times.

Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

**Empower** - Enable people to be active participants in their care and work.

Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included.

Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

### **In daily practice, you can:**

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

### **All staff within the Trust are expected to:**

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

## Job Summary

*\*\*This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone\*\**

- Help organise and manage the care of cancer patients across both hospital sites.
- Make sure patients get their treatment on time and take action if there are delays.
- Work closely with doctors, nurses, and other teams to plan and adjust patient appointments.
- Support and take notes during team meetings where patient care is discussed.
- Use computer systems to track patient progress and make sure records are correct.
- Help improve how cancer services work and support other staff with training.

## Job Description

<b>Job title:</b>	Cancer Pathway Coordinator
<b>Grade:</b>	4
<b>Site:</b>	The Royal Shrewsbury Hospital
<b>Accountable to:</b>	Cancer Performance Manager
<b>DBS required:</b>	No

## Job Purpose

- Efficiently and effectively co-ordinate the work of the specialist multidisciplinary team to ensure there is effective co-operation between departments and directorates across the whole cancer pathway of those involved in the delivery of cancer services across both hospital sites
- To actively seek to ensure that all patients are treated within national targets set for cancer patients. Where these targets are not likely to be met; to proactively take steps to ensure that patients treatment schedules are brought back within target.
- To understand the pathway of each individual patient; monitoring their progress and ensuring timely intervention is achieved.
- Develop administrative systems consistent with the service improvement programme to streamline the patient journey and improve the quality of patient care.

- Develop information systems, in line with Trust strategy, for the recording and reporting of clinical and performance data. Working across multiple systems, ensure that the key clinical and administrative data is recorded and validated

## **Main Duties and Responsibilities**

### **Cancer patient pathway co-ordination**

- To take personal responsibility for administrative co-ordination and sequencing of the clinical pathway for a range of cancer patients (possibly around 200 patients at any one time), at various stages in their cancer journey.
- The post holder is expected to co-ordinate, organise, and modify multiple clinical interventions and activities for each patient over an extended period of time (typically 2 months), across directorates and multiple clinical services; and respond to variations in the plan accordingly.
- For each individual patient, to understand current and future requirements; and then to take proactive steps through current action and forward planning, to ensure this pathway is maintained.
- To challenge the progress of patients' journeys with all members of the cancer MDT (Consultants, Nursing etc).
- To persuade clinical service providers to alter existing appointments (by prioritising cancer activity) to ensure cancer pathway is maintained.
- To actively seek to alter patients' appointments at own discretion through communication and instruction to service areas.
- Where personal intervention is unsuccessful, to identify through the escalation policy to the Executive Cancer Lead any deviation from expected pathway in a timely manner to allow corrective action to be achieved.
- To communicate alteration to planned appointments directly to patients and their Carers.
- Deal with non-clinical queries from general practitioners and members of the multidisciplinary team

### **Multi-disciplinary team coordination**

- Facilitate and co-ordinate the functions of the multidisciplinary team meetings
- Provide administrative support for specialist MDT meetings
- The post holder will be expected accurately record electronic records / type clinical outcomes "live" at the multidisciplinary team meeting, these records are used to determine care pathways.
- Liaise with clinical and administrative staff across directorates to develop schedules of patients to be discussed at MDT meetings
- Implement systems to ensure that the information necessary for effective team functioning is available at each meeting.

- Attend each MDT and facilitate the use of video conferencing equipment as needed
- Ensure actions plans are produced and recorded for each patient discussed at the MDT
- Be responsible for and ensure that any appropriate follow-up actions from MDT meetings are carried out as identified by clinical teams.
- Travel between the two hospital sites at Shrewsbury and Telford when required

## Data Management

- To use multiple clinical information systems and databases to understand and co-ordinate patients' pathways.
- The Post holder will be highly proficient in the use of computer and information systems, where data collection across multiple systems is required, recognising the vital requirement for the highest levels of accuracy and quality assurance.
- Work with the respective teams to develop robust clinical information systems for the capture of the national cancer data set and clinical outcomes data, as agreed by the Cancer Information Manager.
- Ensure the accurate and timely capture of data to meet the standards of the Trust and professional bodies.
- Prepare data reports and feedback regularly to the MDT

## Service Improvement

- Support Trust-wide modernisation of cancer services in partnership with the MDT, Cancer Service Improvement Partnership, and other modernisation initiatives to improve the speed of patient access to consultation, diagnosis, and treatment.
- Record and interpret data on MDT processes as required.
- Support clinical teams to improve the patient and carer experience.
- Adopt a supporting role in implementing, monitoring, and auditing the standards set out in the
- Manual of Cancer Quality Measures, NHS Cancer Plan and NICE Guidance.
- Work with clinical teams to undertake internal audit and patient satisfaction surveys.
- Provide regular reports on service development to MDT and promote awareness of service developments to all stakeholders.

## **Supervision and Training**

- The postholder will be required to supervise junior staff within the department, and to provide training and support to data entry clerks within their speciality.
- The post holder will be required to train new members of staff.
- The post holder will be required to teach other staff members in the Trust the principles of Patient Pathway Co-ordination

## **Miscellaneous**

- To work with the cancer clinical trials team as required, recognising the national requirement to increase recruitment into national and local clinical trials to the agreed target level within individual cancer teams.
- Work alongside and in conjunction with other Cancer Pathway Co-ordinators to provide cover and support and to share best practice.

## **Systems and Equipment**

- Trust PAS systems
- Cancer site specific databases
- MS Office packages
- National cancer data systems

## **Decisions, Judgements and Freedom to Act**

- The post holder is expected to take responsibility to manage the co-ordination of many cancer patients' pathways.
- Through use of the Trust's escalation policy and other cancer guidance, the post holder is expected to manage problems within the overall guidelines of the cancer pathway
- To regularly audit compliance with national cancer targets in own cancer specialty (and to support others as appropriate).
- To ensure that administrative and clerical functions are carried out to the highest quality standards and in a timely manner.
- To generate and provide monthly reports to the Cancer Information Manager for Clinical Governance purposes.
- To identify to the Cancer Information Manager any areas of concern regarding the systems that allow the MDT to function effectively.

- To identify potential solutions to ongoing problems and be proactive in implementing solutions.
- To propose to clinical teams' changes in the overall pathway that would benefit patients care, and work with the team to implement these changes.
- To bring to the attention of the Cancer Information Manager any concerns surrounding the validity or appropriateness of data being collected.
- To provide data to monitor patient progress through the systems. To evaluate and contribute to the development of this role.

## **Communications and Relationships**

- Communicate effectively with all members of clinical teams in relation to cancer services.
- Communicate alteration to planned appointments directly to patients and their carers.
- Maintain confidentiality at all times.
- Specifically, communicates with:
  - Consultant Medical Staff
  - Senior Nurses and other Health Care Professionals
  - Trusts Cancer Services Team
  - Other Cancer Pathway Co-ordinators (Trust wide)
  - Lead Clinicians
  - Divisional and Directorate Managers
  - Cancer CNS's
  - Staff in Clinical Directorates (e.g., radiotherapy, Radiology Pathology)
  - Related Staff in other Trusts – Ward Managers and Ward Clerks
  - Medical Secretaries and Medical Records staff

## **Physical, Mental and Emotional Demands of the post**

- The post requires prolonged periods of concentration on a frequent basis to ensure that multiple information points for cancer patients' journey are appropriately integrated.
- The work patterns are unpredictable and require the post holder to be prepared to respond to many different requests at very short notice. Multiple interruptions and re-prioritisation of multiple key work streams is essential
- The post requires the post holder to constantly review the records of cancer patients at various stages of their journey from diagnosis to terminal care. The post holder is also expected to participate in the MDT meetings where clinical discussions regarding patients' progress and treatment are held

- The Cancer Pathway Co-ordinator is also expected to contact patients with cancer regarding their appointments and treatment dates
- The postholder is expected to regularly transport multiple sets of hospital case notes (including X-rays) to and from clinical MDT meetings

*On a daily basis the postholder will be required to be/have:*

- Accurate
- Attention to detail
- Meet deadlines
- Good communication skills
- Able to prioritise workload
- Use own initiative
- Professional manner
- Co-ordination
- Concentration

The post will also require daily contact with cancer patient details

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• 2 A levels, BTEC or NVQ level 3</li> <li>• 5 GCSE's 9 – 4 (A-C) including English language and Mathematics or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Medical terminology</li> <li>• ECDL</li> </ul>
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>• Data collection and validation</li> <li>• Data analysis and reporting</li> <li>• Experience of working with clinical staff in a health care environment</li> <li>• Computer literate including use of Microsoft office applications</li> <li>• Evidence of knowledge of medical terminology</li> </ul>	<ul style="list-style-type: none"> <li>• Cancer patient pathway</li> <li>• Evidence of knowledge of anatomy and physiology</li> <li>• Clinical audit methodology</li> <li>• Understanding of NHS cancer plan / cancer information agenda Hospital IT systems</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to report and present information</li> <li>• Ability to work under pressure to tight deadlines</li> <li>• Excellent organisational skills</li> <li>• Excellent communication skills</li> <li>• Ability to work well alone and within a team</li> <li>• Self-motivated and able to prioritise own work</li> </ul>	

	<ul style="list-style-type: none"> <li>• Methodical and accurate</li> <li>• Competent to work in role with minimal supervision</li> <li>• Demonstrates a caring and responsible attitude</li> <li>• Places patient in centre of all they do</li> <li>• Receptive to change</li> <li>• Values others ideas and opinions</li> </ul>	
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## General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

## Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;

- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

## Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

## Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

## **Social Responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## **Continuous Improvement**

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

## **Equal opportunities and diversity**

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

