

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.

- This role helps support people with urology cancers by guiding them through their tests, treatment, and follow-up care.
- It provides a single point of contact so patients can get help, ask questions, and be directed to the right services at the right time.
- The postholder works with the wider Oncology team to check on patients, spot any problems early, and make sure their care plan is followed.
- The role involves speaking with patients on the phone or in person to understand their needs and offer information, advice, and support.
- It includes keeping patient records up to date, organising tests and appointments, and helping patients to manage their care confidently.
- The postholder is expected to learn, develop skills, and work safely and professionally as part of the cancer care team.

Job Description

Job title:	Uro-oncology Cancer Care Navigator
Grade:	Band 4
Site:	The Royal Shrewsbury Hospital
Accountable to:	Lead Cancer Nurse
DBS required:	No

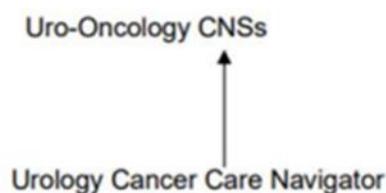
Job Purpose

Care Coordination is not one person's role, job, or responsibility. It is the joining up of services, coordination, information and communication between care givers, treatment providers, those living with and beyond cancer and their families that creates a seamless experience of care (NHS Improvement, 2011). The purpose of this role is to complement the existing Uro-oncology team. To help them support patients through diagnosis, treatment pathways and follow up. To ensure the provision of safe, seamless, appropriate service. This helps maximise the health and quality of life of patient and carers. Improving the quality and efficiency of health care delivery by: -

- Being responsible and accountable for their practice and behaviour under the guidance and supervision of a registered practitioner and by working as part of the Oncology multidisciplinary team.
- Working as part of the Oncology team, offering, and following up Holistic Needs Assessment, coordinate the care of the person living with cancers non-complex needs so they can access the right help at the right time.

- Working in conjunction with the Oncology team to provide coordination of high-quality patient care through on-going telephone/ face to face assessment and proactive identification of needs using basic knowledge, approved tools, and procedures.
- Be the single point of contact for all patients on a self-managed pathway of care. To coordinate care and track, helping manage patient concerns via the helpline and generic email.
- Communicate the potential need for rapid re-entry into the system if required. Checking that patients are coping with the level of Self-Management agreed in their Care and Support Plan, and if there is a deterioration, or an emergency, escalating concerns to a registered practitioner in a timely manner.
- Navigating the complex health and social care system, both during and following completion of cancer treatment, by building relationships with professionals and facilitating access to these services including generating referrals on the person's behalf where necessary i.e. To the Acute Oncology helpline where appropriate
- Alert to team of early detection of problems/ actions to reduce in-patient admissions.
- Providing regular supported conversations with the person living with cancer with non-complex needs, assessing their holistic needs, and supporting them to self-manage by providing relevant information and advice, and signposting to other Macmillan resources and services available to meet their identified needs, liaising with the Urology cancer team as appropriate.
- Documenting and monitoring all aspects of patient care coordination and service delivery.
- Be responsible for maintaining the remote monitoring system for prostate cancer patients and review patients daily and respond to actions as per agreed templates.
- Track and action radiology requests and add to MDT if appropriate ensuring necessary outpatient reviews follow.

Organisational Position



Key Areas/Tasks

Coordination of care

Under the guidance and supervision of a registered practitioner, coordinate care by providing a single point of access, including rapid re-entry into the system for those people identified as having urgent or specialist needs.

- Triage incoming calls and initiate appropriate response according to assessment tools, protocols, and individual pathways, liaising with the CNS as appropriate.
- Highlight need for practical and emotional support for the person living with cancer and their families. Recognise information needs may change over time and work with the person to ensure they have all the information and support they need at all stages of the cancer journey.
- Make pre planned outbound telephone calls to patients to assess needs and monitor progress, liaising with the CNS and other members of the healthcare team as appropriate to initiate a proactive prevention approach.
- For patients on the self-managed pathway ensure that test results, clinic letters and any notes are available and communicated to the clinical team at the earliest opportunity to inform the next steps of the pathway.
- Maintain the Somerset Cancer Registry database and Aria chemotherapy treatment electronic system for open access follow up, monitoring alerts, organising relevant tests, and ensuring results are flagged to the relevant MDT member.
- Coordinate the necessary assessments, appointments or investigations as identified in self-managed patients care plan.
- For patients on the self-managed pathway, work closely with the MDT coordinators to ensure good preparation of the cases for the MDT discussion and ensure that MDT outcomes are followed up in a timely manner.
- Support the delivery of patient information to ensure all patients/carers receive appropriate verbal/written communications on a timely manner – this may include referring to the Macmillan Cancer Support and Information Service, ensuring that patients receive the patient information pack and understand its contents.
- Assist in Oncology CNS team audit of patient satisfaction survey.
- Coordinate the care for patients assessed by a registered practitioner as having non-complex needs and support self-management programmes.
- Contribute to holistic needs assessment and the development of a care plan for patients with non-complex needs and monitor and review care plan with the patient and carer.
- Evaluate outcomes of care delivery with the registered practitioner.
- Assist people to access appropriate information and support by sign posting to a range of support services and encourage self-management where appropriate.

- Participate in the development and support the planning, delivery, and evaluation of Living Well Sessions in collaboration with the LWBC Programme Team.
- With support from the Oncology team, continue to advise patients on individual self-management principles and provide consistent planned follow up to reinforce and further promote this information.
- Make referrals where appropriate to 'Get Active Feel Good' service

Communication

- Act as a key point of contact for all patients diagnosed with Uro-Oncology cancer and patients on the self-managed pathway through the helpline.
- Inform patients and carers on how to make contact when they feel their condition or needs have changed, including what to do out of hours.
- Ensure that patients and carers are aware of the full range of resources and services available through appropriate referral e.g., Macmillan Cancer Support and Information Service.
- Effectively utilise a computer and various software applications to enter and maintain patient data, communicate with the multidisciplinary team and complete other IT tasks as required by the post.
- Discuss support options with patients and carers with sensitivity and ensure that the Oncology cancer team is kept informed of outcomes.
- Promote patient/user involvement relating to the provision of cancer care.

Professional

- To participate and display a willingness to learn, develop a relevant technical competency / area of interest and keep up to date with current national and local issues and developments.
- To routinely participate in departmental audits and patient surveys as required under the supervision of the Oncology CNS team and lead clinician and input data as requested.
- Participate in regular monitoring of compliance with remote surveillance pathways.
- To be responsible for own learning in knowledge base relevant to own clinical area including mandatory training.
- To be responsible for imparting information about the technical area of knowledge to other health care professionals as appropriate.
- To participate in regular formal supervision, develop a personal development plan that links into KSF and departmental competency frameworks to promote learning and enhance skills.
- To be responsible for managing own daily timetable of delegated tasks including time for supervision and training.
- To maintain professional working relationships with the trust, and other relevant organisations i.e., Education.
- To access and input confidential patient information through integrated databases in accordance with the agreed policy and procedure.
- Carry out some administrative duties as required by the role.

- Demonstrate an awareness of the limits of own practice and knowledge and when to seek appropriate support /advice.
- Assist the Oncology cancer team to develop education and information resources for the public and other health professionals regarding all aspects of cancer and cancer prevention.

Other Responsibilities

- To undertake any other such duties as may be required from time to time, that are consistent with the responsibilities of the grade.
- To comply with the Trusts and departments policies, guidelines, and procedures.
- To attend all mandatory training as required in line with Trust employment and professional need.
- To participate in team meetings and the review and development of Oncology services.
- To be responsible for informing line manager of any issues relating to the ability to safely carry out duties.
- To be aware of departmental duties and initiatives to ensure a safe environment, recognising patients' requirements for privacy and dignity.
- To provide administrative support to the Oncology CNS team.
- To recognise and comply with the trust and departmental policies and procedures for incident reporting.
- To always ensure confidentiality in accordance with Trust policy and procedure.

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence.
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Freedom To Act

- Works autonomously under own initiative.
- Identifies and monitors risks in delivering service change, reports on and escalate as appropriate.
- The postholder must be able to represent the Trust when dealing with external suppliers, partners, other healthcare providers, commissioners, customers, and Patients groups.
- Propose and deliver service improvements that may impact beyond the functions e.g., cross-divisional or Trust wide, and be responsible for implementation.

Physical, Mental and Emotional Demands

- The role will involve a combination of sitting, standing, and walking with some additional physical activity required in some circumstances. There will be a frequent requirement for prolonged periods of use of a VDU, e.g., for the regular production of reports, and a requirement for close attention to detail requiring periods of extended concentration. There will be occasional exposure to emotional/distressing circumstances when dealing with change management issues.

Equal Opportunities

To comply with and maintain awareness of the Trust's Policies relating to Equal Opportunities.

Confidentiality

To ensure that confidentiality is always maintained in conjunction with the Trust's Confidentiality Policy

Person Specification

	Essential	Desirable
Qualifications	<p>GCSE or equivalent level including Maths and English.</p> <p>Minimum of an NVQ level 4 or level with relevant experience in Urological Care or willing to undertake further training</p>	<p>GCSE or equivalent level including Maths and English.</p> <p>Minimum of an NVQ level 4 or level with relevant experience in Urological Care or willing to undertake further training</p>
Experience	<p>Experience of working with cancer patients.</p> <p>Experience of working in the NHS.</p> <p>Experience of working within multi-professional teams.</p> <p>Experience in the use of</p>	<p>Experience of SaTH information systems</p> <p>Experience of SaTH Somerset Cancer Register</p> <p>Awareness of national cancer strategies and policies</p>

	<p>data management</p> <p>Knowledge of relevant cancer treatments and interventions and terminology</p> <p>Experience of co-ordinating patient Workload</p> <p>Knowledge of relevant cancer treatments and interventions and terminology</p>	
<p>Knowledge and skills</p>	<p>Demonstrate excellent communication skills (both written and verbal) with patients and staff at all levels.</p> <p>Ability to show empathy and understand the difficulties faced by people affected by cancer.</p> <p>Ability to deal with complex and difficult emotional situations.</p> <p>Able to work effectively as part of a multi-professional team.</p> <p>Able to work with minimal supervision.</p> <p>Able to meet changing demands and priorities with a flexible approach.</p>	<ul style="list-style-type: none"> • Example • Example • Example

	<p>Competent in the use of information technology systems</p> <p>Understanding of patient centred care.</p> <p>Ability to prioritise own workload</p>	
Other	<p>Flexible and positive attitude to health care</p> <p>Self-motivated and positive</p> <p>Professional and caring with respect for others.</p> <p>Calm, objective, and patient approach</p> <p>Recognition of own limitations</p>	

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.

