Moving to EXCELLENCE

The Shrewsbury and Telford Hospital NHS Trust

UROLOGY CANCER CARE NAVIGATOR

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men’s Health forms and MOT
- Discounts with local gyms

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.

- Support people with cancer throughout their care, helping them access the right services, information and support at the right time.
- Act as a main point of contact for patients on self-managed care pathways, answering questions and helping to coordinate appointments, tests and follow-up care.
- Carry out regular telephone contact with patients to check on their wellbeing, identify any concerns and make sure their needs are being met.
- Work closely with nurses, doctors and other healthcare professionals to help provide safe, joined-up care and a smooth patient journey.
- Give practical advice, share information about support services, and help patients and their families manage their care with confidence.
- Keep accurate records, monitor patient progress, and raise any concerns quickly to ensure patients receive appropriate support and care.

Job Description

Job title:	**Urology Cancer Care Navigator**
Grade:	**Band 4**
Site:	**The Royal Shrewsbury Hospital**
Accountable to:	**Trust Lead Cancer Nurse**
DBS required:	**Yes, Standard DBS**

Post Purpose/Summary

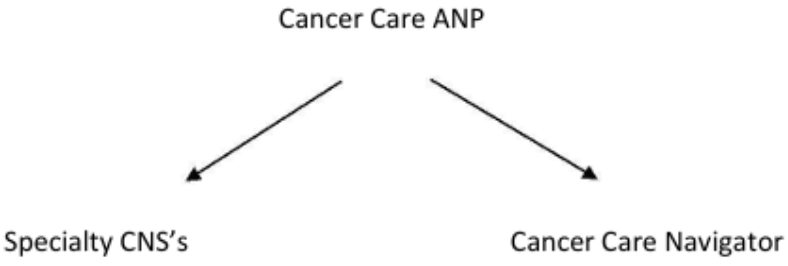
Care Coordination is not one person's role, job, or responsibility. It is the joining up of services, coordination, information and communication between care givers, treatment providers, those living with and beyond cancer and their families that creates a seamless experience of care (NHS Improvement, 2011).

The purpose of this role therefore is to complement the existing Cancer Care team to support patients through diagnosis, treatment pathways and follow up's, ensuring the provision of safe, seamless, appropriate services, thus maximising the health and quality of life of the patient and carers and 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 specialty multidisciplinary team.

- Working as part of the Cancer Care team, following a Holistic Needs Assessment, coordinates care with the person living with cancer related non-complex needs so they can access the right help at the right time, providing a seamless experience of care. Checks that the person is able to self- manage and provides a flexible and personalised response to any changes in need.
- Working in conjunction with the Cancer Care team to provide coordination of high-quality patient care through on-going telephone 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 and to coordinate care and track mammographic surveillance results, feedback of results for non complex cases, managing patient concerns via the helpline and generic email, facilitate rapid re-entry into the system if required and coordination of any necessary assessments, appointments, investigations and organisation of MDTs, virtual MDTS and outcomes in order to fast track people and provide a seamless patient pathway
- 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 situation, 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.
- Early detection of problems/ actions to reduce in-patient admissions.
- Providing regular supported conversations with the person living with cancer with noncomplex 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 cancer team as appropriate.
- Documenting and monitoring all aspects of patient care coordination and service delivery.

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 and individual pathways, incoming calls and liaising initiate with appropriate the CNS response as appropriate according to assessment tools, protocols
- Recognises Provides practical and information emotional support needs may change to over the person time and living works with cancer the and person their families. 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 in order 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.
- Organising, maintain the relevant Somerset tests Cancer and ensuring Registry results database are flagged for open to access follow the relevant MDT up, monitoring member. alerts,
- Managed, coordinate patients the necessary care plan. assessments, appointments, or investigations as identified in self-
- Preparation for patients of on the cases self-managed for the MDT pathway discussion work closely and ensure with the that MDT outcomes MDT coordinators are to followed ensure good 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.
- Documents and monitors all aspects of care coordination and service delivery, supporting data collection care, support on Performance and follow up s Metric services and they how access. People living with cancer use the service, including
- Act as the patient advocate and facilitator in order to resolve issues that may be perceived as barriers to care.
- 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 Care team, continue to advise patients on individual self management principles and provide consistent planned follow up to reinforce and further promote this information.

Person Specification

	Essential	Desirable
Qualifications	• Ex GCSE or equivalent level including Maths and English • Minimum of an NVQ level 4 or level with relevant experience in Urology Care or willing to undertake further training	• Evidence of continued professional development willingness to undertake learning and development courses
Knowledge & Experience	• Experience of working with cancer patients • Experience of working in the NHS • Experience of working within multi- professional teams • Experience in the use of data management • Experience of coordinating patient workload • Knowledge of relevant cancer treatments and interventions and terminology	• Experience of SaTH information systems • Experience of SaTH Somerset Cancer Register • Awareness of national cancer strategies and policies
Skills and skills	• Demonstrate excellent communication skills (both written and verbal) with patients and staff at all levels	

	• Ability to show empathy and understand the difficulties faced by people affected by cancer • Ability to deal with complex and difficult emotional situations • Able to work effectively as part of a multi-professional team • Able to work with minimal supervision • Able to meet changing demands and priorities with a flexible approach • Competent in the use of information technology systems • Understanding of patient centered care • Ability to prioritise own workload	
Other	• Flexible and positive attitude to health care Self-motivated and positive • Professional and caring with respect for others • Calm, objective and patient approach • Recognition of own limitations	

Values and Behaviours	• Demonstrates a commitment to treating colleagues, patients and others with dignity and respect. • Maintains appropriate professional boundaries, including in digital communications and social media. • Supports the principles of the NHS Sexual Safety Charter and is willing to speak up about inappropriate behaviour. • Will comply with Trust policies and required training relating to sexual safety, harassment and respectful workplace conduct.	

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 providing a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust takes a zero-tolerance approach to unwanted, inappropriate or harmful sexual behaviour and will support colleagues affected by such behaviour. The Charter recognises the right of everyone working, training and learning in healthcare to feel safe and supported at work.

The Trust will take all reasonable steps to prevent sexual harassment in accordance with the Equality Act 2010, the Worker Protection (Amendment of Equality Act 2010)

Act 2023 and subsequent applicable legislation. This includes considering risks arising from colleagues, patients, relatives, visitors and other third parties.

All employees are required to treat colleagues, patients and others with dignity and respect, maintain appropriate professional boundaries, and comply with Trust policies, procedures, behavioural standards and training relating to sexual safety, harassment, discrimination and respectful workplace conduct.

Employees are encouraged to raise or support concerns about sexual harassment or misconduct through the Trust's established reporting routes. The Trust will not tolerate victimisation, retaliation or detriment arising from a concern raised in good faith.

- Uphold the Trust's commitment to a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination, in accordance with the NHS Sexual Safety Charter, Trust policy and applicable legislation.
- Maintain appropriate professional boundaries and act in accordance with the Trust's values, policies and procedures relating to dignity, respect, inclusion and professional conduct.
- Speak up about, report or appropriately escalate inappropriate behaviour, and support a culture in which concerns are taken seriously and colleagues are protected from detriment.
- Complete required learning and participate in reasonable measures introduced by the Trust to prevent harassment and maintain sexual safety.

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.