

JOB DESCRIPTION

Job Title:	Upper GI Cancer Care Navigator
Base:	The Royal Shrewsbury Hospital
Department:	Upper GI
Managerially Responsible to:	Upper GI CNS
Professionally Accountable to:	Trust Lead Cancer Nurse
Band:	Band 4 (A4C pending)

Post Purpose/Summary

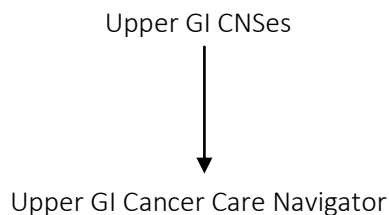
Role Summary

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 Upper GI team to support patients through diagnosis, treatment pathways and follow up to ensure 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 Upper GI multidisciplinary team.
- Working as part of the Upper GI team, following a Holistic Needs Assessment, coordinates care with the person with living with cancer 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 Upper GI 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 and to coordinate care and track, 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 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 Upper GI 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.

1. Triage incoming calls and initiate appropriate response according to assessment tools, protocols and individual pathways, liaising with the CNS as appropriate.
2. Provides practical and emotional support to the person living with cancer and their families. Recognises information needs may change over time and works with the person to ensure they have all the information and support they need at all stages of the cancer journey.
3. 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.
4. 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.
5. Maintain the Somerset Cancer Registry database for open access follow up, monitoring alerts, organising relevant tests and ensuring results are flagged to the relevant MDT member.
6. Coordinate the necessary assessments, appointments or investigations as identified in self-managed patients care plan.
7. 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
8. 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.
9. Documents and monitors all aspects of care coordination and service delivery, supporting data collection on Performance Metrics, and how people living with cancer use the service, including care, support and follow up services they access..
10. Act as the patient advocate and facilitator in order to resolve issues that may be perceived as barriers to care.
11. Coordinate the care for patients assessed by a registered practitioner as having non-complex needs and support self-management programmes.
12. 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.
13. Evaluate outcomes of care delivery with the registered practitioner.
14. Assist people to access appropriate information and support by sign posting to a range of support services and encourage self-management where appropriate.
15. Participate in the development and support the planning, delivery and evaluation of Living Well Sessions in collaboration with the LWBC Programme Team.
16. With support from the Upper GI team, continue to advise patients on individual self-management principles and provide consistent planned follow up to reinforce and further promote this information.

Communication

1. Support the delivery of patient and carer training and education, including use of equipment.
2. Act as a key point of contact for all patients diagnosed with Upper GI cancer and patients on the self-managed pathway through the helpline
3. Coach patients and carers to understand the signs, symptoms or situations to be aware of that would indicate concern.
4. 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.
5. 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.
6. Effectively utilise a computer and various software applications in order to enter and maintain patient data, communicate with the multidisciplinary team and complete other IT tasks as required by the post.
7. Discuss support options with patients and carers with sensitivity and ensure that the Upper GI cancer team is kept informed of outcomes.
8. Promote patient/user involvement relating to the provision of cancer care.

Professional

1. 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.
2. To routinely participate in departmental audits and patient surveys as required under the supervision of the Upper GI CNS team and lead clinician and input data as requested.
3. Participate in regular monitoring of compliance with remote surveillance pathways.
4. To be responsible for own learning in knowledge base relevant to own clinical area including mandatory training.
5. To be responsible for imparting information about the technical area of knowledge to other health care professionals as appropriate.
6. To participate in regular formal supervision, develop a personal development plan that links into KSF and departmental competency frameworks in order to promote learning and enhance skills.
7. To be responsible for managing own daily timetable of delegated tasks including time for supervision and training.
8. To maintain professional working relationships with the trust, and other relevant organisations i.e. Education.
9. To access and input confidential patient information through integrated databases in accordance with the agreed policy and procedure.
10. Carry out some administrative duties as required by the role.
11. Demonstrate an awareness of the limits of own practice and knowledge and when to seek appropriate support /advice.
12. Assist the Upper GI cancer team to develop education and information resources for the general public and other health professionals regarding all aspects of cancer and cancer prevention.

Other responsibilities

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

Personal/Professional Development

1. To take every reasonable opportunity to maintain and improve your professional knowledge and competence
2. 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

1. Works autonomously under own initiative.
2. Identifies and monitors risks in delivering service change, reports on and escalate as appropriate.
3. The postholder must be able to represent the Trust when dealing with external suppliers, partners, other healthcare providers, commissioners, customers and Patients groups.
4. 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 of the post

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.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. The post holder is required to ensure, as an employee, that his/her work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or themselves:

1. All staff must be aware of infection prevention and control policies, practices and guidelines appropriate for their duties and must follow these at all times to maintain a safe environment for patients, visitors and staff;
2. All staff must 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;
3. Any breach of infection control policies is a serious matter which may result in disciplinary action;
4. All staff have a responsibility to challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Equal Opportunities

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

Health and Safety

To take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions at work.

To ensure that statutory regulations, codes of practice and local policies and Departmental Health and Safety rules are adhered to.

Confidentiality

To ensure that confidentiality is maintained at all times in conjunction with the Trust's Confidentiality Policy.

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; and

- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

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- 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; and
- 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; and
- 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 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- 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.

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

- Continuous improvement is a key aspect of daily work to be evidenced by personal commitment to contributing to the implementation of the Transforming Care Production System (TPCS) including the development and use of standard work.
- The Trust commitment to one continuous improvement method TPCS should be reflected in individual's continuing professional development plans (CPD) and all SaTH leaders are required to complete the lean for leaders training.
- As an employee you should be able to demonstrate how you continuously use the TCPS to improve patient care and staff experience supporting the Trust to deliver its organisation strategy

Job Description Agreement

Manager Name

Post holder

Signature

Signature

Date

Date