

GYNAECOLOGY CANCER CARE NAVIGATOR

Candidate Pack



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. Our goal is to make the application process more accessible and inclusive for everyone.

- This role helps support women with gynaecological cancer at SaTH.
- You will work closely with nurses and other health teams to make sure patients get the care they need.
- You will speak with patients and other health professionals to help organise appointments and share important information.
- You will help track patient progress and make sure their care runs smoothly.
- You will give basic advice over the phone and help patients find other support services.
- You will help improve the quality of care and make things easier for patients and their families.

Job Description

Job title:	Gynaecology Cancer Care Navigator
Grade:	NHS AfC: Band 4
Site:	The Royal Shrewsbury Hospital
Accountable to:	Lead Gynaecology Cancer Nurse Specialist
DBS required:	None

Job Overview

The Gynaecology Cancer Care Navigator is a supportive role to the existing Gynaecology Cancer Service within SaTH and will provide an administrative and tracking role to the current CNS team and patients currently within the Gynaecology Service

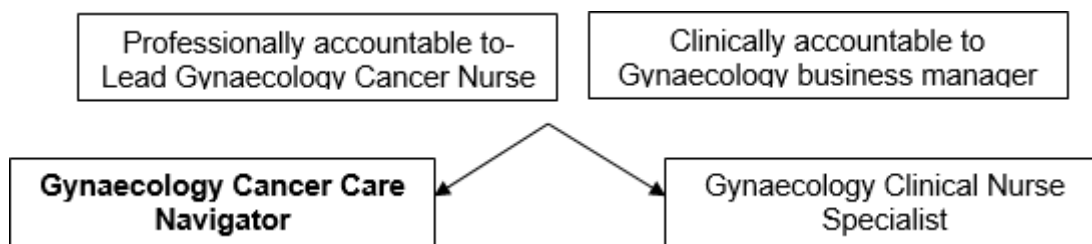
The role will focus primarily on working collaboratively with the CNS team to ensure patients are supported through their pathway in a safe and seamless manner. The aim is to maximise the health and quality of life of the patient and carers within the SaTH Gynaecology Service improving the quality and efficiency of health care delivery.

The post holder would be required to provide an administrative support role with regular contact with patients, external health partners and the SaTH Cancer Team. The post holder will support the Lead CNS and CNS team with coordinating care for Gynaecology Cancer Patients within SaTH.

Key Working Relationships

- Service Users
- Cancer Clinical Nurse Specialist
- Cancer MDT and Tracking Team within SaTH
- Lead Gynaecology consultant
- Centre Manager Womens and Children
- Lead Cancer Service Manager
- External Lead Cancer Nurses
- Gynaecology Leads external to the trust
- Professions allied to Gynaecology
- Palliative Care
- Radiotherapy Team
- Chemotherapy and supportive Care Teams
- Acute Oncology Teams
- Rehabilitation Services
- Macmillan Support and Information Services
- Other appropriate agencies.

Organisation Position



Key Responsibilities

1. Triage incoming calls and initiate appropriate response according to assessment tools, protocols and individual pathways, liaising with the CNS as appropriate.
2. Provide basic telephone advice and refer on or signpost to other sources of support.
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. Coordinate the necessary assessments, appointments or investigations as identified in patients care plan, including the use of the electronic Somerset Cancer Register system.
5. Support the delivery of patient information to ensure all patients/carers receive appropriate verbal/written communications on a timely manner – this may include printing out information, prescriptions, referring to the Cancer Information and Support Service etc.
6. Document and monitor all aspects of the care coordination and service delivery.
7. Act as the patient's facilitator in order to resolve issues that may be perceived as barriers to care.
8. Coordinate the care for patients assessed by a registered practitioner as having non complex needs and support self management programmes.
9. Assist people to access appropriate information and support by sign posting to a range of support services and encourage self management where appropriate.
10. There is an expectation that this role will cover the front and end of the patient pathway where required

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 as required under the supervision of the Gynaecology Clinical Nurse Specialist and Lead Clinician and input data as requested.
3. To be responsible for own learning in knowledge base relevant to own clinical area including all mandatory training.
4. To be responsible for imparting information about the technical area of knowledge to other health care professionals as appropriate.
5. To participate in regular formal supervision, develop a personal development plan in order to enhance skills.
6. To be responsible for managing own daily timetable of delegated tasks including time for supervision and training.
7. To maintain professional working relationships with the trust, and other relevant organisations.
8. To access and input confidential patient information through integrated databases in accordance with agreed policy and procedure.

9. Carry out administrative duties as required by the role.
10. Demonstrate an awareness of the limits of own practice and knowledge and when to seek appropriate support/advice.
11. Assist the CNS to develop education and information resource for the general public and other health professionals regarding all aspects of cancer and cancer prevention.

Working Conditions

1. To work in normal office conditions, including regular VDU work.
2. Occasional travel between all Trust sites.

Person Specification

	Essential	Desirable
Qualifications	- NVQ Level 3 plus in Business Administration or equivalent level of knowledge gained through work experience. - GCSE's in numeracy and literacy of Grade 4-9	
Experience	- Experience of working with cancer patients/ within the Gynaecology setting - Experience of working within multi-professional teams - Experience in use of data management - Experience of coordinating patient workloads - Experience of coaching/teaching patients - Working knowledge of the Hospital Information Systems	
Knowledge and skills	Be able to communicate effectively to all levels throughout	

	the trust. • Be able to work as part of a multi professional team • Demonstrate excellent interpersonal skills • A good understanding of patient centred care • Knowledge of relevant cancer treatments, interventions and terminology • Good understanding and experience in the use of Microsoft office software • Ability to manipulate and interrogate data to produce meaningful reports • Ability to work on own initiative, prioritise workload and work independently in order to ensure patient pathway targets are achieved. • Ability to deliver high quality customer service • Ability to deal with telephone enquiries effectively using tact and diplomacy.	
--	---	--

	• Ability to produce and maintain a high standard of work	
Other	• Demonstrates commitment to the Trusts core Values. • Able to work Flexible • Professional, caring with respect for others • Self motivated and positive • Can use initiative to promote self directed learning • Willingness to undertake all work related training • Willingness to adapt to changing priorities • Calm and patient approach to working with service users. • Aware of national cancer strategies and policies • Ability to deal with complex and emotional situations.	

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 and 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 (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; 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.

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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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

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

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against

on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

