

ONCOLOGY 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 supports people with cancer and their families by helping them get the care they need at the right time.
- You will work closely with the Oncology team to guide patients through diagnosis, treatment, and follow-up.
- You will be a main contact for patients who are managing their own care, helping answer questions and solve problems.
- You will help patients understand their care plans and make sure they get the right tests, appointments, and support.
- You will keep track of patient information and share updates with the team to help improve care.
- You will also help patients find useful services and support, and encourage them to take care of their own health.

Job Description

Job title:	Oncology Cancer Care Navigator
Grade:	4
Site:	The Royal Shrewsbury Hospital
Accountable to:	Matron for Oncology & Haematology

Main Duties

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 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: -

1. 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.

2. 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.
3. 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.
4. 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.
5. 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 situation, escalating concerns to a registered practitioner in a timely manner.
6. 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 ie. To the Acute Oncology helpline where appropriate.
7. Alert to team of early detection of problems/ actions to reduce in-patient admissions.
8. 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.
9. Documenting and monitoring all aspects of patient care coordination and service delivery.
10. Be responsible for maintaining the remote monitoring system for prostate cancer patients and review patients on a daily basis and respond to actions as per agreed templates.
11. Track and action radiology requests and add to MDT if appropriate ensuring necessary outpatient reviews follow.

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. 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.
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 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.
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. Assist in Oncology CNS team audit of patient satisfaction survey.
10. Coordinate the care for patients assessed by a registered practitioner as having non-complex needs and support self-management programmes.
11. 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.
12. Evaluate outcomes of care delivery with the registered practitioner.
13. Assist people to access appropriate information and support by sign posting to a range of support services and encourage self-management where appropriate.
14. Participate in the development and support the planning, delivery, and evaluation of Living Well Sessions in collaboration with the LWBC Programme Team.
15. 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.
16. Make referrals where appropriate to 'Get Active Feel Good' service.

Communication

1. Act as a key point of contact for all patients diagnosed with Oncology cancer and patients on the self-managed pathway through the helpline.
2. 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.
3. 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.
4. 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.
5. Discuss support options with patients and carers with sensitivity and ensure that the Oncology cancer team is kept informed of outcomes.
6. 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 Oncology 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 Oncology 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 Oncology 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 Oncology CNS team.

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

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

Person Specification

	Essential	Desirable
Qualifications	• Example • Example • Example	
Experience	• Example • Example	
Knowledge and skills		• Example • Example • Example
Other	• Example • Example • Example	

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.

