

RADIOTHERAPY 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.

- This role helps patients through their radiotherapy journey, making sure their care is safe and well organised.
- It involves planning and booking all appointments so treatment can start on time.
- You will talk with patients, answer questions, and help them understand what will happen.
- You will work closely with doctors, radiographers and physics staff to keep patient care running smoothly.
- You will keep patient records up to date and spot any delays or problems that need attention.
- You will support the radiotherapy team by helping with admin tasks and working on reception when needed.

Job Description

Job title:	Radiotherapy Navigator
Grade:	Band 4
Site:	The Royal Shrewsbury Hospital
Accountable to:	Radiotherapy Service Manager
DBS required:	None

JOB PURPOSE

The purpose of this role is to complement the Radiotherapy team to support patients through their planning and treatment pathway to ensure the provision of safe, seamless, appropriate radiotherapy service, 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 Radiotherapy team.
- Working in conjunction with the Radiotherapy team to provide coordination of high-quality patient care.
- Take responsibility for the co-ordination and scheduling of pre-assessment, CT scan including impression, IV and oral contrast where required, plan voluming and review, verification and

treatment appointments and associated jobs/tasks for patients undergoing radiotherapy and chemo-radiotherapy.

- Be responsible for the management of radiotherapy waiting lists ensuring patients are prioritised according to clinical need and according to departmental guidelines and cancer targets.
- Documenting and monitoring all aspects of patient care coordination and service delivery.
- Updating and accurately maintaining patient records.
- To represent scheduling at departmental meetings, updating radiotherapy/physics team on current timelines and delays.
- Co-ordination with Consultant Clinical Oncologists and Physics staff to maintain patient flow, accurately scheduling patients to start radiotherapy with the minimum of delays.
- To update and accurately maintain electronic patient records.
- To provide cover on reception as required.
- To undertake group radiotherapy pre-assessment appointments, presenting accurate and detailed information to ensure adherence to informed consent process and compliance with pre treatment and treatment protocols for several different anatomical sites. Correctly answering questions that arise from this process.

Main Duties and Responsibilities:

Professional and Technical

- Coordinate the necessary assessments, appointments or investigations as required for radiotherapy planning and treatment.
- Support the delivery of patient information to ensure all patients/carers receive appropriate verbal/written communications on a timely manner. The postholder will run pre-assessment clinics for patient ensuring that patients receive the patient information pack and understand its contents.
- Documents and monitors all aspects of radiotherapy patient pathway, highlighting any delays to the pre-treatment superintendent/cancer services team that result in cancer waiting time targets not being met.
- Assist people to access appropriate information and support by sign posting to a range of support services and encourage self-management where appropriate.
- Analysis of radiotherapy referrals submitted by clinicians using knowledge of radiotherapy practices and procedures to allocate resources to efficiently schedule radiotherapy appointments.
- Liaises with medical staff to ensure clear understanding of treatment requirements, highlighting any conflicts and recommending possible solutions.

- Ensures accurate documentation regarding the planning and treatment schedule.
- Assess on a day-to-day basis the level of workflow, prioritising work and ensuring even distribution of workload within scheduling.
- Contact patients with appointments, correctly answers questions whilst giving detailed radiotherapy planning and treatment information.

Communication and Working Relationships

- To provide, receive, and negotiate complex sensitive information, where tact and persuasive skills are required as there may be barriers to understanding. This may be to patients, carers and other staff regarding treatment appointments. This may be to clinicians or physics staff and other staff involved in the radiotherapy planning and treatment process. Communicates with other departments/Trust as required, for example to book chemotherapy and brachytherapy.
- Communicates scheduling to patients and carers explaining timings and dates.
- To be empathetic when communicating with patients giving due concerns to their concerns and anxieties of both patients and their carers due to the nature of their diagnosis.
- Explains and demonstrates own work to other staff as required.

Analytical Skills

- To make judgments involving a range of facts or situations, which may be complex and require analysis when there may be more than 1 option. This will involve decisions regarding
- scheduling a patient's treatment to comply with cancer waiting time targets and clinician and machine availability.
- To be aware, and act on, electronic referrals and be able to recognise anomalies or discrepancies.
- To identify and report any variances in the Quality System.

Responsibility for Planning and Organisation

- To plan and organise own daily work of scheduling patients planning scans, clinician outlining and review, treatment appointments and associated activities for all patients receiving radiotherapy.
- To inform the radiotherapy services manager or deputy of any problems that may affect the smooth running of the department.
- To be aware and report any variances in the performance of equipment by the normal reporting system.
- Ensure working practices and facilitate an efficient safe working environment
- Responsible for monitoring stock levels.
- Brachytherapy patient tracking.

Physical Skills

- The post requires good keyboard skills as the post is predominately computer based. The postholder needs to be a competent user of MS Word and Excel and have an in-depth knowledge
- of the Varian Aria Patient Management System for accurate input of patient data scheduling and input of treatment information.

Responsibility for patients/clients

- To ensure that the needs of the patient are identified and met as appropriate, always respecting patient confidentiality.
- To be responsible for the accurate and timely scheduling of all aspects of the radiotherapy process; liaising with other departments/Trusts as necessary to ensure that there are not unnecessary delays in the patient pathway.
- Communicates with patients about treatment, appointments and gives advice where required. Runs patient pre-assessment clinics ensuring that patients receive accurate information about their treatment, answering questions and ensuring patients understand the information given. Referring patients if required. Will participate in pre-assessment clinics for patients referred for radiotherapy.
- To monitor standards of care within the service; reporting weaknesses and areas of concern to the radiotherapy services manager and assist in any remedial action.
- Maintains spreadsheet with data on brachytherapy patients ensuring treatments are scheduled as required. Liaises with other Trusts that provide brachytherapy service.
- Books patient transport.
- To bring to the attention of medical staff and radiotherapy services manager any areas of clinical concern about individual patients or patient groups.
- Undertake other duties as required, participating in Bank Holiday working as required.
- Working as part of the pre-treatment team to undertake Admin roles as required. Responsibility for Policy Implementation
- Will suggest changes to policies that affect own area of work and may impact beyond radiotherapy but within Oncology.

Responsibility for resources

- Responsible for maintaining stock levels and orders stock as required.
- Care of office equipment and machinery.
- Responsibility for staff
- Explains and demonstrates the scheduling process to members of staff including clinicians, radiographers, physics staff A & C staff and HCA as required.

Responsibility for Information Resources

- To take responsibility for data processing and storage related to own area of practice within an ethical and legal framework.
- Will input data compiled by others
- Be aware of and work in keeping with information governance.
- Responsibility for Research and Audit
- Audits own work as required.
- Ensures that patients entered in radiotherapy clinical trials are scheduled for radiotherapy as described in trial protocol.
- Accurate completion of statistical data.

Freedom to Act

- Works autonomously under own initiative but understands the scope of their practice.
- Works without supervision, but support and advice is available when required.
- 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 patient groups.
- Propose and deliver service improvements that may impact beyond the radiotherapy department.

Physical effort

- A combination of sitting/standing and walking and when working in a clinical capacity there is a requirement for moderate physical effort for short periods. This will include manoeuvring patient specific radiotherapy equipment.
- The post holder will also be expected to assist in patient transfer from chair to treatment couch or bed to treatment couch when required as well as pushing wheelchairs and beds. Mechanical aids are available.

Mental effort

- Work pattern is unpredictable and scheduling team may have competing demands. Radiotherapy is complex and there is a requirement for staff to concentrate for a prolonged period of time.

Emotional Effort

- Works with cancer patients so has direct exposure to distressing and emotional circumstances at times.

Working conditions

- Works with Ionising Radiation
- VDU use
- Occasionally exposed to highly unpleasant bodily fluids and odour

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • GCSE's in Maths and English • NVQ level 3 in patient care 	
Experience	<ul style="list-style-type: none"> • Specialist knowledge and skill acquired through relevant • practical experience on the use of Aria, cancer waiting time targets, radiotherapy, and chemotherapy scheduling, RCR guidelines • Experience working as part of the radiotherapy team, knowledge and experience of radiotherapy treatment process and radiotherapy side- effects. • 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 co-ordinating patient workload • Knowledge of relevant cancer treatments and interventions and terminology • Legislation associated with ionising radiation in medicine • (Ionising Radiation (Medical Exposures) Regulations (IRMER) • Ability to adapt and apply skills in a variety of situations • Awareness of needs of the patient • Identifies accuracy and validity of information • IT Skills – experienced in use of MS Office, Aria, Somerset, • SEMA 	

Knowledge and skills	<ul style="list-style-type: none"> • 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 centred care • Ability to prioritise own workload 	
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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.

