



ONCOLOGY CHEMOTHERAPY CANCER CARE NAVIGATOR

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, 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

Option to buy and sell additional annual leave

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

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Oncology Chemotherapy Cancer Care Navigator
Band	Band 4
Directorate	Service Delivery Directorate
Accountable to	Trust Lead Cancer Nurse
DBS Required?	Yes, Standard DBS

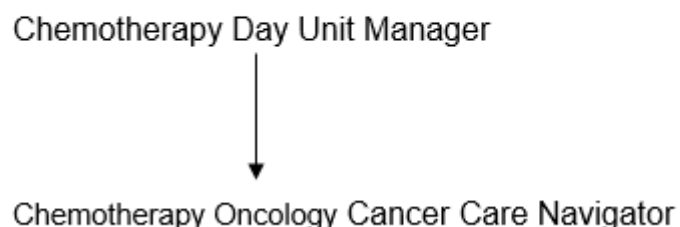
JOB PURPOSE

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 systemic anti-cancer treatment 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 systemic anti-cancer treatment multidisciplinary team.
- Working as part of the systemic anti-cancer treatment team coordinates care with the person receiving systemic anti-cancer treatment providing a seamless experience of care. Checks that the person is able to self-manage where appropriate and provides a flexible and personalised response to any changes in need. This will include support for pre-assessment and scheduling of systemic anti-cancer treatments.
- Working in conjunction with the systemic anti-cancer treatment 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 Chemotherapy pathway of care and to coordinate care and track, feedback of results for non-complex cases, managing patient concerns, 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 systemic anti-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 on systemic anti-cancer treatment 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 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 chemotherapy nursing team, Oncology CNS team, or Ward 23 as appropriate.
2. Provides practical and emotional support to the person on systemic anti-cancer treatment 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 systemic anti-cancer treatment 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 systemic anti-cancer treatment care plan.
7. For patients on systemic anti-cancer treatment 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. With support from the Oncology CNS or chemo unit or ward team, continue to advise patients on individual self-management principles and provide consistent planned follow up to reinforce and further promote this information.
16. Support with scheduling of patients for systemic anti-cancer treatment within the unit, with support and direction from the unit nursing team.

Communication

1. Support the delivery of patient and carer training and education for systemic anti-cancer treatment, including use of equipment.
2. Act as a key point of contact for all patients on systemic anti-cancer treatment cancer and patients on the self-managed pathway.
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 Oncology 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 chemotherapy nursing 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 treatment 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 Colorectal 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 Haematology 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.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • GCSE or equivalent level including Maths and English. • Minimum of an NVQ level 4 or level with relevant experience or willing to undertake further training 	<ul style="list-style-type: none"> • Evidence of continued professional development willingness to undertake learning and development courses

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Experience of SaTH information systems. • Experience of SaTH Somerset Cancer Register. • Awareness of national cancer strategies and policies

SKILLS

ESSENTIAL	DESIRABLE
<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 	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• 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	

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; 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.

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.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.



EMPLOYER RECOGNITION SCHEME

SILVER AWARD

Proudly supporting those who serve.



Proud to have signed
The Pregnancy
Loss Pledge



The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital