

1. JOB IDENTIFICATION

Job Title: Rapid Cancer Diagnostic Service Patient Navigator

Responsible to: Rapid Cancer Diagnostic Service Specialist Nurse

Department(s): Rapid Cancer Diagnostic Service (RCDS)

Directorate: Planned Care

Operating Division: Acute

Job Reference:

No of Job Holders: 3

Last Update: 29/11/22

2. JOB PURPOSE

The post holder will be an identified and consistent point of contact for people with non-specific but concerning symptoms which may lead to a diagnosis of cancer and their families and carers, and will carry a defined caseload to provide structured pre diagnostic support and co-ordination of needs, under the direction of Advanced Clinical Nurse Specialist .

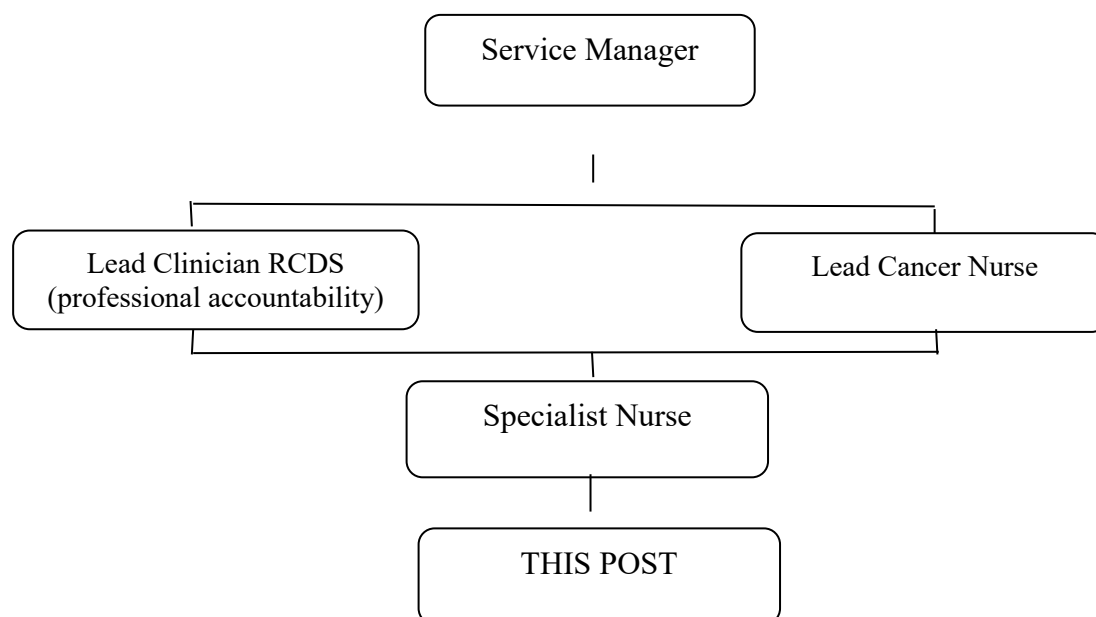
Work within a multi-disciplinary and multi-agency team and in partnership with any existing case holders (e.g. community nursing, social work, GPs) to ensure an integrated approach and provision of a comprehensive package of diagnostic care to meet the persons identified needs.

Adopt a proactive approach to future planning and co-ordinate anticipatory care plans. Patients will receive outstanding information, guidance and support along their RCDS pathway.

3. DIMENSIONS

The Patient Navigator will play an integral role in the introduction of RCDS. This role offers the opportunity to help shape the RCDS service at a formative stage as well as providing direct patient engagement and support. Your ability to think beyond the norm, embrace change and be open to new ways of working are essential for this forward focused service. The ideal candidates will be confident, enthusiastic, dynamic and self-motivated with the ability to display advanced IT, administrative and organisational skills. Competence in data collation and input across a broad range of systems will also be required. Excellent communication and negotiation skills to deal with complex situations with service users and clinicians either over the phone or face-to-face; within the hospitals and with GP's and other community-based staff.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Patient Navigator will work with a wide range of clinical and non-clinical staff in multidisciplinary teams across NHS Fife

- Ensure that the journey of each potential cancer patient runs smoothly and is progressed in a seamless manner by arranging investigations and clinic appointments
- To track the progress of each patient. To record key data items to assist in monitoring the care of patients. Collation, input and preparation of RCDS data for submission
- To ensure that follow-up action is implemented, and that information is relayed to the patient and the GP within the time frame stipulated.
- To ensure that the all appropriate assessments including Holistic Needs Assessment, ICASS requirements and assess vulnerability for consideration at the regular meetings and that treatment plans are recorded.
- To ensure that the patients are discharged back to the GP

6. KEY RESULT AREAS

- To function as a core member of the RCDS team, focusing on people facing a diagnosis of Cancer, acting as single point of contact..
- To provide information, advice and support to people who are facing a diagnosis of Cancer and their support network, to assist all parties to come to terms with the diagnosis.
- To act as a named person from the onset of the patient's journey to ensure that people facing a diagnosis and their families know whom they can contact, as and when required, for advice, information and support.
- Undertake holistic needs assessment (HNA) and tools with patients and carers, signposting and assisting to relevant services.
- Value and optimise the contribution of family, carers and other professionals involved in meeting the needs of people facing a potential diagnosis of Cancer.
- To ensure that information provided is accurate, up to date and tailored to the outcomes of the individual.
- To optimise the individual's self management skills
- To facilitate access to a range of support networks
- To assist individuals to develop coping strategies for dealing with difficult issues
- To facilitate access to any necessary services following completion of the HNA.
- Co-ordinate the needs of the situation within the limits of the practitioner's competency, knowledge and experience
- To facilitate a proactive approach to diagnosis.
- Attendance at MDT.
- To advocate on behalf of patients and families as required
 - To attend team meetings and training courses as necessary. Develop strong links with booking team and local primary care and community teams
 - Be responsible for contacting and organising appointments, providing patients with relevant information, ensuring they are aware of any follow up required
 - Provide non-clinical advice to patients on the phone, being able to identify specific issues and having an awareness of when the patient requires sign-posted to the appropriate resource in hospital or community.
- To contribute to the evaluation and successful development of the Service

7a. EQUIPMENT AND MACHINERY

Excellent computer skills are required with ability to use a variety of IT systems and packages. Very good keyboard skills are required to ensure that a large amount of data can be entered to a tight deadline with a very high degree of accuracy.

7b. SYSTEMS

Very good understanding of, and ability to use, a variety of systems and packages is required, e.g.:

- Comprehensive knowledge of a variety of systems and packages is desirable e.g.
- Microsoft Word - letters, minutes, leaflets
- Microsoft Excel – setting up of spreadsheets and formulas
- Email (NHS Mail)
- Microsoft PowerPoint – presentations
- Patient Administration System – TRAK
- Clinical Portal/SCI gateway
- SCI Store/Masterlabs/Lab Centre
- CRIS
- Internet
- Business objects- tracking patients, retrieving daily reports from TRAK
- Other external systems

Projection and teleconferencing facilities

Contribute user knowledge to support the RCDS Team in managing databases, for ensuring the integrity and quality of the data recorded on it, using appropriate validation checks.

Contribute user knowledge in development of new patient management systems to ensure that the requirements of good quality data are met.

8. ASSIGNMENT AND REVIEW OF WORK

The broad aims of the workload will be established through the RCDS Work plan, which in turn will in part be subject to requirements set by the Scottish Government

Once objectives are set with the Specialist Nurse, within these broad aims, the post holder will be expected to use their own initiative and be self directed and work independently as required

The post holder will report to the RCDS Specialist Nurse.

The post holder will support the lead clinician(s) and specialist nurses and the RCDS project manager with responsibility for interpreting and establishing policy and strategy

Be accountable for own professional actions undertaking all duties having regard to the NMC 'Code of Professional Conduct' for the nurse, midwife and health visitor and their professional contribution to Clinical Governance including NHS Fife protocols and codes of conduct

The post is subject to annual objective setting and appraisal.

9. DECISIONS AND JUDGEMENTS

- The post holder will be required to report on relevant aspects of patient conditions
- The post holder will be required to decide on the correct level, type and timing of support and engagement according to individual need
- Prioritise own workload and the needs of patients, and use objective judgement to inform decisions
- The post holder may be working with patients without the direct supervision of qualified staff and will be expected to respond safely and appropriately to situations which arise
The post holder is required to assess risk and take appropriate actions within the limits of the practitioner's competency, knowledge and experience

The patient navigator requires a good level of personal initiative and motivation to balance the demands of the job within tight deadlines. Must be able to work independently, exercising own judgement and able to solve problems occurring, but able to refer to others for guidance.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Development of effective working relationships to ensure cooperation and confidence of clinical and non-clinical staff is very important – the postholder needs good interpersonal skills and the confidence to deal with staff at all levels
- The postholder needs to have very good organisational skills to establish efficient routine methods which will ensure accurate and timely management and monitoring of patients referred through Multi Disciplinary Meetings
- High standards of care are required to ensure that data is handled in ways meeting legal requirements for data protection and confidentiality and that results are disseminated appropriately and sensitively

11. COMMUNICATIONS AND RELATIONSHIPS

Communications

It is essential to this role for the postholder to establish and maintain good communication and working relationships with a wide range of NHS staff, in Fife cancer services, Communicate verbally and in writing to members of all Health and Social Care teams, including third sector and local authority services as necessary.

The patient, their relatives and the multidisciplinary teams involved in the provision of care

Key working relationships

Regular liaison with clinical and non-clinical staff including MDT members - clinicians, tumour specific CNSs, the Acute Oncology and Specialist Palliative Care Teams, Medicine of The Elderly, Primary Care- This includes GPs, other relevant primary health care team members, Diagnostic Departments, the Cancer Strategy Clinical Governance Team, the Endoscopy Unit, the Planned Care Directorate, the RCDS Programme Team and Strategy Team.

There will be liaison with relevant wards, departments including senior nurses and appropriate managers. This post will provide leadership, support and line management to the Navigator post.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**Physical Skills and Demands**

- Sitting for long periods of time; standing in clinics, walking with patients, bending and the ability to travel
- Advanced keyboard skills required; prolonged period using mouse and VDU
- Requirement to move and work between hospitals in region
- Requirement to attend meetings across the region

Mental Effort:

- Problem-solving, organisational abilities: to ensure smooth transition between of service
- Heavy workload – highly deadline driven – need to balance conflicting demands
- Frequent concentration pattern interruptions
- Long periods of concentration both listening to patients and entering data into databases. Checking data quality

Emotional Effort:

- Difficult subject matter – frequent exposure to distressing information about cancer patients
- Resilience for dealing with challenge by senior staff
- Discussing sensitive and distressing issues
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Working Conditions:

- Requirement to use a PC for long period of time
- Occasional exposure to verbal aggression at times with no immediate/available support.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Educated to National 5 level with a minimum of five National 5 or equivalent qualification/ experience. Be in possession of European Computer Driving Licence or equivalent skills. Hold an SVQ 3 In Health or Social Care Experience of patient or customer engagement.

Track record of influencing & engaging staff.

Proven experience of working to tight and strict deadlines.

Management of complex administrative process.

Experience of data entry and extraction from NHS IT systems

- Demonstrable experience of working in a similar role or within a similar service area.
- Excellent written and verbal communication skills
- Excellent time management and personal organisational skills
- The ability to work in a multi-disciplinary and multi-agency environment
- Previous experience of working within the NHS and and/or social care and working with multi-disciplinary teams and/or in isolation.
- Have completed Communication Skills Training or willingness to undertake
 - Takes personal responsibility for life-long learning and personal development through a range of activities including mandatory training, clinical supervision, and appraisal and actively engages with learning and development opportunities offered by the Trust – KTE SECTION.