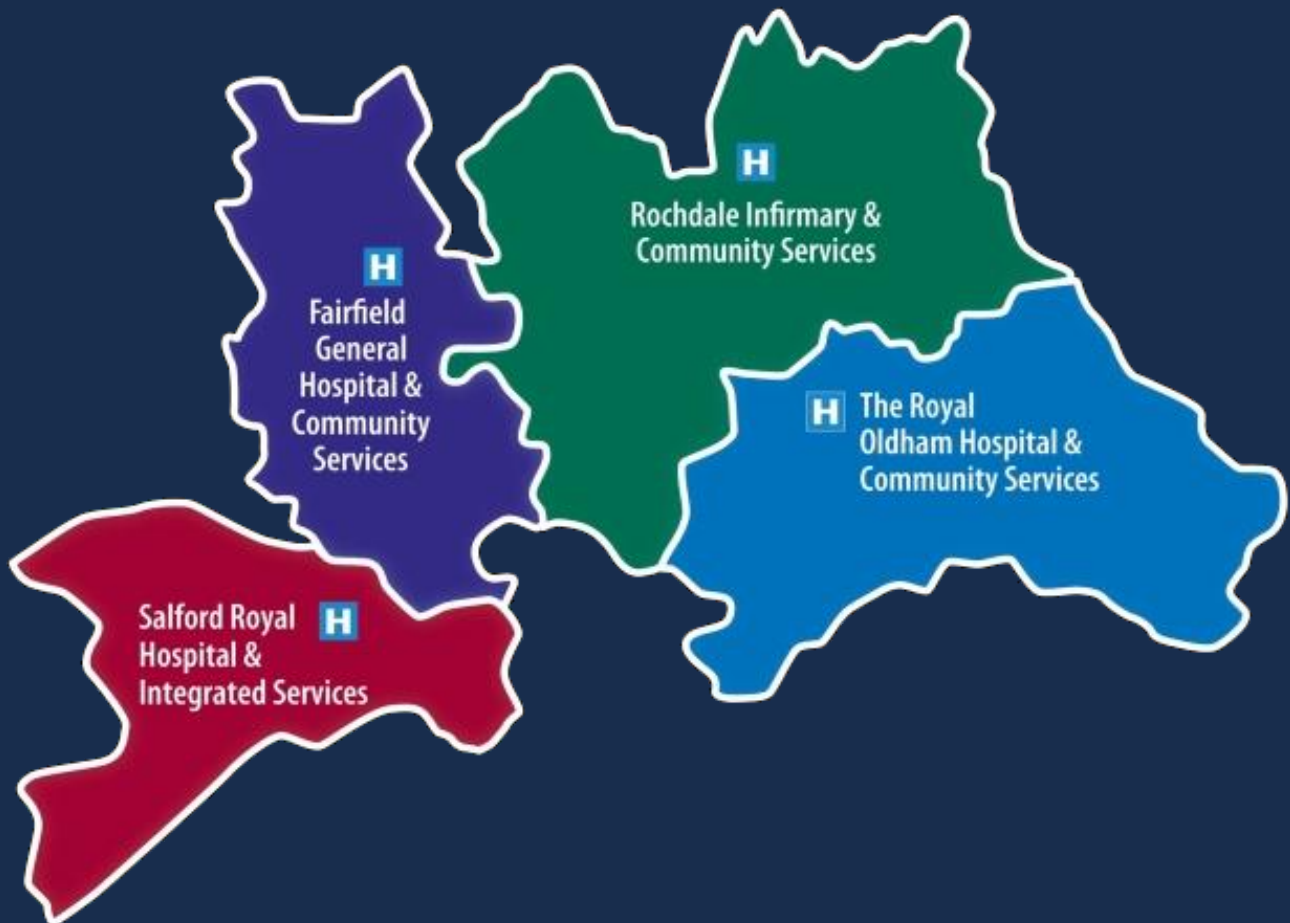


Northern Care Alliance

Job Description & Person Specification



Take your place with us!

The Northern Care Alliance NHS Foundation Trust (NCA) brings together staff and services from Salford Royal NHS Foundation Trust (SRFT) and The Pennine Acute Hospitals NHS Trust (PAT). Our dedicated team of around 20,000 staff – our NCA Family – provide a range of community and hospital services to over one million people across Bury, Oldham, Rochdale and Salford, as well as providing more specialist care services to patients across Greater Manchester and beyond.

Our Care Organisations are designed to operate within a group arrangement of hospitals, community, and healthcare services. Together they manage and are responsible for the day-to-day running of their hospital and community services, ensuring the safe delivery of high-quality care at scale.

Due to our size and status, we can offer group-wide, flexible multi-site opportunities, as part of our connected, integrated and forward-thinking team.

We care passionately about the experience our staff, patients, service users and their families receive day in, day out. We continue to find ways to drive forward improvements in the provision of safe, high-quality integrated health and social care to our local communities. We are pioneering

in our thinking and approach, and remain at the forefront of research and innovation. We're also proud to invest big in learning and development, use world-class digital technology and collaborate closely with universities and industry.

This is the place where success is achievable and every day offers the challenges, empowerment, freedom and support necessary to break new ground and improve life outcomes. If you want to play a part in creating a healthier community for Greater Manchester, take your place with us.



Our Values

We have four core values which are a focus for how our staff and volunteers work with each other to provide care for our patients. We think of our values as a set of guiding principles to refer to when making decisions and interacting with people and they help us to work together to continuously improve the organisation and ourselves.

These core values form part of the Organisations Performance Framework which regularly reviews how staff are performing.

Patient & People Focus

This value enables us to place the patient first in everything we do.

All staff are required to demonstrate that they:

- Communicate effectively with patients, families and colleagues
- Pro-actively personalise the service, connecting with patients and carers
- Adopt and practice the 'safe, clean, personal' ethos.

Continuous Improvement

This value ensures that the organisation including individual staff are always moving forwards and improving the ways things are done.

All staff are required to demonstrate that they:

- Look at ways of measuring and auditing improvements
- Pro-actively develop goals and objectives in support of the Trust's vision
- Identify opportunities to reduce waste and inefficiency.

Accountability

This value enables us all to recognise our own part in keeping our organisation 'safe, clean and personal' in the way we care for people.

All staff are required to demonstrate that they:

- Are transparent and results focused
- Display personal accountability towards problem-solving
- Recognise and accept accountability beyond job role.

Respect

This value is about respecting patients and colleagues alike, and also the on-going reputation of the organisation.

All staff are required to demonstrate that they:

- Are supportive and empower staff involvement
- Are consistent and understanding of others and their needs

Job Description

Job Title: CANCER PATHWAY NAVIGATOR

Band: 4

Reports to: Pathway Navigator Team Leader

Responsible to: Assistant Cancer Manager, Cancer Services

Base/Department:

Main purpose of the job:

To support the specialty Cancer team in implementing early diagnostic pathways for patients with suspected cancer to achieve definitive diagnosis by day 28. The navigator role will be involved from the beginning of the pathway at the suspicion of cancer. The post holder will support the patient from initial referral to the communication of Cancer Excluded, or where Cancer diagnosed, onwards to the First Definitive Treatment.

The post holder will be expected to work across a range of IT systems namely excel, PAS, SCR and CRIS, to coordinate booking of patient appointments. The post holder will work both directly and indirectly with both patients and their carers to assist in coordinating the care of patients through their hospital care journey, identifying, escalating and managing issues that patients may have with transport, lack of understanding about diagnostic investigations or preparations and to reduce the number of appointments that are missed by patients (both outpatient and diagnostic investigation). It will be part of the Navigators role to help improve both patient compliance and patient experience.

We require patient focused Navigators who have excellent people skills, are able to communicate appropriately with both health care professionals and patients, are organised, proactive, and are passionate about improving outcomes for cancer patients.



Tasks & Responsibilities

Communications and Relationships

The post-holder will be required to:

1. Demonstrate a professional approach to work and promote positive relationships with other departments/multidisciplinary teams across the Trust and Community. The post holder is responsible for supporting patients and their families through the optimal cancer pathway across secondary, community and primary care as required by the patient.
2. Work collaboratively with the relevant Macmillan Clinical Nurse Specialist (CNS) teams and Directorates to provide a seamless and timely service, which is responsive to patients', carers' and relatives' needs.
3. Communicate effectively with members of the multidisciplinary team and relevant personnel from other Hospital Trusts to avoid delays in pathways and to keep patients informed at all times.
4. Liaise with patients and Macmillan CNS team to effectively communicate any follow up appointments, scans and admissions to ensure a smooth transition along the pathway from diagnostics to decision to treat.
5. Build and maintain a close relationship with the broader Cancer Services team to assist in identifying and resolving stalled pathways.
6. Have the ability to promote patient centered care and establish positive relationships with patients and relatives/carers.
7. Effectively communicate with patients to ensure they are well prepared for their clinical investigations (e.g. endoscopy), providing appropriate advice and information regarding all aspects of investigations and appointments.
8. Effectively communicate with other health care professionals as appropriate to ensure patients are on track to meet the Faster Diagnosis Standard (28 day target).
9. Demonstrate an awareness of limits of own practice and knowledge and when to seek appropriate support/advice.

10. 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.

11. Assist patients to access appropriate information and support by sign posting to a range of support services. Responsible for co-ordinating care, education and support for patients with complex care needs providing a point of access to patients and carers.

12. Communicate relevant patient information to the MDT team to promote patient centered care.

13. To be a key point of contact for patients during diagnostics and treatment.

14. To be proactive in seeking ways to improve the patient pathway within agreed timeframes and highlight any potential delays in investigations/diagnosis throughout the patient pathway and escalate appropriately.

15. Act appropriately when exposed to distressing or emotional circumstances indirectly or directly during the duties of the post including over the telephone, email and other methods of communication.

16. Promote awareness of target deadlines to relevant team members.

Planning and Organisational Skills

The post-holder will be required to:

1. Ensure that all aspects of care/interaction with patients, carers and relatives are documented in line with Trust policies on Trust systems and departmental databases.

2. Assisting the Macmillan CNS teams with audits/research as deemed appropriate by the Cancer Services Management Team.

3. Assist the Macmillan CNS teams in facilitating formal or informal training as required.

4. Participate in meetings as requested by the Macmillan and Directorate teams on behalf of Cancer Services inclusive of MDT, RCA and PTL meetings.

5. Organise and prioritise workload, demonstrate mature and thoughtful judgement.
6. The post holder is required to have a sound understanding of Cancer Wait Times guidance, and is expected to practice personal development in maintaining/updating knowledge with any new guidance versions.
7. The post holder will be required to support the triaging of Suspected Cancer referrals, as well as the booking or co-ordination of diagnostic procedures.


Responsibility for Patient Care

The post-holder will be required to:

1. Have the ability to provide empathy and support to patients, carers and relatives whilst sign-posting them to further services and onward referral to the Macmillan CNSs as appropriate.
2. Provide non-clinical advice to patients via phone, be able to identify potential risks and obstacles, sign –post to the appropriate resource in the hospital or community and direct to clinical staff if urgent assistance required.
3. Be the first point of contact for patients, significant others and Health Care professionals up to the point of diagnosis, working closely with the relevant CNS.
4. Ensure the patient understands their care pathway and is aware of appointments and any changes.

Responsibility for Policy/Service Development

The post-holder will be required to:

1. Assist in ensuring that all standard operating procedures relating to the service are regularly reviewed and revised as necessary. Assist in the development of new standard operating procedures for the service where required.
 2. Effectively contribute to ensuring standardisation across all specialties as appropriate.
 3. To keep up to date with developments within the service area, Trust and the wider Greater Manchester agenda.
 4. Ensure knowledge and skills are continually updated to assist in the development of service delivery.
- 

Responsibilities for Human Resources

The post-holder will be required to:

1. Provide support and cover for absences - this at times may be across different specialties.
2. Take own responsibility for ensuring all their own mandatory training is up to date at all times.
3. Demonstrate a professional approach to work and promote positive relationships with other departments/multidisciplinary teams across primary and secondary care.
4. Maintain confidentiality at all times in line with Trust and Data protection policies.
5. Travel across sites and other external venues as and when required.

Freedom to Act

The post-holder will be expected to work with minimal supervision. The post-holder will be responsible for promptly escalating any concerns relating to the service as appropriate.

Partnership Working

The post-holder will be expected to communicate inter-departmentally with all levels and disciplines of staff and external agencies including GPs and other NHS Trusts.

Equality and Diversity

The Trust provides a range of services and employment opportunities for a diverse population. As a Trust employee the post-holder will be expected to treat all patients/customers and work colleagues with dignity and respect, irrespective of their background.

Making Every Contact Count

Front line staff members are in an ideal position to offer support and advice on how to improve health and wellbeing.

Staff should use their interactions with the public to give them additional advice on health and wellbeing.

Staff will be given training and support to help them to signpost people to other services which may improve their health and wellbeing.

Health & Safety

The post holder will be accountable for the effective deployment of activities that ensure that their department/ward/clinical team is reducing hospital acquired infection. They will ensure that they and their team comply with the Trust's policies on infection, prevention and control. They will ensure that they and their team receive the training required to maintain competencies to execute the Trust's policies on infection, prevention and control. They will have a responsibility to bring deficiencies in the deployment of such policies to the attention of their line manager.



Safeguarding

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to fulfill your mandatory safeguarding training at the level applicable to this role.

Code of Conduct

Professional staff that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Staff who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all time.



Person Specification

		Specification	Essential / Desirable	Evidence
Qualifications	1	5 GCSEs at Grade C or above including Maths and English or equivalent	E	Application Form Interview References
	2	ECDL or equivalent demonstrable skills	E	
	3	NVQ2/3 in Health or Social Care or equivalent experience	E	
	4	Basic Communication Skills Training (e.g. Sage/Thyme)	D	
Experience	5	Experience of working in a health care setting for a minimum of two years	E	Application Form Interview References
	6	Experience of working as part of a team and in isolation	E	
	7	Experience of managing priorities under pressure, to meet service needs and strict deadlines	E	
	8	Experience coordinating a patient workload	D	
Knowledge And Skills	9	Computer literate with good knowledge and understanding of computer packages; e.g. Microsoft Office	E	Application Form Interview References
	10	Knowledge and experience of using Pennine Acute Trust's IT systems; e.g. PAS, CRIS, SCR etc.	E	
	11	Excellent communication and interpersonal skills	E	
	12	Good organisational and administrative skills with ability to prioritize workload	E	
	13	Ability to communicate at all levels and in difficult circumstances	E	
	14	Ability to use own initiative and as an effective and responsible team	E	
	15	Ability to work well under pressure and remain calm in difficult situations	E	
	16	Ability to retrieve information from a wide range of sources and in different formats	E	

		Specification	Essential / Desirable	Evidence
	17	Knowledge of relevant cancer treatments, interventions and terminology	D	
Personal Qualities	18	Ability to work flexibly	E	Application Form Interview References
	19	Sensitive nature and pleasant manner	E	
	20	Ability to work with distressing information	E	
	21	A commitment to quality and safety	E	
	22	A commitment to collaborative working to create best outcomes	E	
	23	Willingness to undertake further training/study as required	E	
	24	Enthusiastic and hard working	E	

Physical & Mental Requirements

<p>Physical effort:</p> <p>Sitting for long periods of time; standing in clinics, walking with patients, bending</p>	<p>Emotional effort:</p> <p>Dealing with confidential and sometimes distressing patient information</p>
<p>Mental effort:</p> <p>Frequent concentration pattern interruptions</p>	<p>Working conditions:</p> <p>Requirement to use a PC for long periods of time</p>

Interview Criteria

	Criteria	Importance (High, medium, or low)
1	5 GCSEs at Grade C or above including Maths and English or equivalent	High
2	ECDL or equivalent demonstrable skills	High
3	NVQ2/3 in Health or Social Care or equivalent experience	High
4	Basic Counselling Qualification (e.g. Sage/Thyme)	Medium
5	Experience of working in a health care setting for a minimum of two years	High
6	Experience of working as part of a team and in isolation	High
7	Experience of managing priorities under pressure, to meet	High

	Criteria	Importance (High, medium, or low)
	service needs and strict deadlines	
8	Experience of line management or supervision of staff	Medium
9	Experience in training or mentoring peers or staff members	Medium
10	Experience coordinating a patient workload	Medium
11	Computer literate with good knowledge and understanding of computer packages; e.g. Microsoft Office	High
12	Knowledge and experience of using Pennine Acute Trust's IT systems; e.g. PAS, CRIS, SCR etc.	High
13	Excellent communication and interpersonal skills	High
14	Good organisational and administrative skills with ability to prioritize workload	High
15	Ability to communicate at all levels and in difficult circumstances	High
16	Ability to use own initiative	High
17	Ability to work well under pressure and remain calm in difficult situations	High
18	Ability to retrieve information from a wide range of sources and in different formats	High
19	Knowledge of relevant cancer treatments, interventions and terminology	Medium
20	Ability to work flexibly	High
21	Sensitive nature and pleasant manner	High
22	Ability to work with distressing information	High
23	A commitment to quality and safety	High
24	A commitment to collaborative working to create best outcomes	High
25	Willingness to undertake further training/study as required	High
26	Enthusiastic and hard working	High