



CANCER PATHWAY COORDINATOR

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.

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	Cancer Pathway Coordinator
Band	Band 4
Directorate	Operational Delivery
Accountable to	Cancer Performance Manager
DBS Required?	No

JOB PURPOSE

Efficiently and effectively co-ordinate the work of the specialist multidisciplinary team to ensure there is effective co-operation between departments and directorates across the whole cancer pathway of those involved in the delivery of cancer services across both hospital sites.

To actively seek to ensure that all patients are treated within national targets set for cancer patients.

Where these targets are not likely to be met; to proactively take steps to ensure that patients treatment schedules are brought back within target.

To understand the pathway of each individual patient; monitoring their progress and ensuring timely intervention is achieved.

Develop administrative systems consistent with the service improvement programme to streamline the patient journey and improve the quality of patient care.

Develop information systems, in line with Trust strategy, for the recording and reporting of clinical and performance data. Working across multiple systems, ensure that the key clinical and administrative data is recorded and validated.

Main Duties and Key Responsibilities:

Cancer patient pathway co-ordination

- To take personal responsibility for administrative co-ordination and sequencing of the clinical pathway for a range of cancer patients (possibly around 200 patients at any one time), at various stages in their cancer journey.
- The post holder is expected to co-ordinate, organise, and modify multiple clinical interventions and activities for each patient over an extended period of time (typically 2 months), across directorates and multiple clinical services; and respond to variations in the plan accordingly.
- For each individual patient, to understand current and future requirements; and then to take proactive steps through current action and forward planning, to ensure this pathway is maintained. • To challenge the progress of patients' journeys with all members of the cancer MDT (Consultants, Nursing etc).
- To persuade clinical service providers to alter existing appointments (by prioritising cancer activity) to ensure cancer pathway is maintained.
- To actively seek to alter patients' appointments at own discretion through communication and instruction to service areas.
- Where personal intervention is unsuccessful, to identify through the escalation policy to the Executive Cancer Lead any deviation from expected pathway in a timely manner to allow corrective action to be achieved.
- To communicate alteration to planned appointments directly to patients and their Carers.
- Deal with non-clinical queries from general practitioners and members of the multidisciplinary team.

Multidisciplinary team co-ordination

- Facilitate and co-ordinate the functions of the multidisciplinary team meetings.
- Provide administrative support for specialist MDT meetings.
- The post holder will be expected accurately record electronic records / type clinical outcomes "live" at the multidisciplinary team meeting, these records are used to determine care pathways.
- Liaise with clinical and administrative staff across directorates to develop schedules of patients to be discussed at MDT meetings.
- Implement systems to ensure that the information necessary for effective team functioning is available at each meeting.
- Attend each MDT and facilitate the use of video conferencing equipment as needed.
- Ensure actions plans are produced and recorded for each patient discussed at the MDT

meetings and communicate this information to the relevant GP within 24 hours.

- Be responsible for and ensure that any appropriate follow-up actions from MDT meetings are carried out as identified by clinical teams.
- Travel between the two hospital sites at Shrewsbury and Telford when required.

Data management

- To use multiple clinical information systems and databases to understand and co-ordinate patients' pathways.
- The Post holder will be highly proficient in the use of computer and information systems, where data collection across multiple systems is required, recognising the vital requirement for the highest levels of accuracy and quality assurance.
- Work with the respective teams to develop robust clinical information systems for the capture of the national cancer data set and clinical outcomes data, as agreed by the Cancer Information Manager.
- Ensure the accurate and timely capture of data to meet the standards of the Trust and professional bodies.
- Prepare data reports and feedback regularly to the MDT.

Service Improvement

- Support Trust-wide modernisation of cancer services in partnership with the MDT, Cancer Service Improvement Partnership, and other modernisation initiatives to improve the speed of patient access to consultation, diagnosis, and treatment.
- Record and interpret data on MDT processes as required.
- Support clinical teams to improve the patient and carer experience.
- Adopt a supporting role in implementing, monitoring, and auditing the standards set out in the Manual of Cancer Quality Measures, NHS Cancer Plan and NICE Guidance.
- Work with clinical teams to undertake internal audit and patient satisfaction surveys.
- Provide regular reports on service development to MDT and promote awareness of service developments to all stakeholders.

6. Supervision and Training

- The postholder will be required to supervise junior staff within the department, and to provide training and support to data entry clerks within their speciality.
- The post holder will be required to train new members of staff.
- The post holder will be required to teach other staff members in the Trust the principles of Patient Pathway Co-ordination.

Miscellaneous

- To work with the cancer clinical trials team as required, recognising the national requirement to increase recruitment into national and local clinical trials to the agreed target level within individual cancer teams.
- Work alongside and in conjunction with other Cancer Pathway Co-ordinators to provide cover and support and to share best practice.

Systems and Equipment:

- Trust PAS systems
- Cancer site specific databases
- MS Office packages
- National cancer data systems

Decisions, Judgements and Freedom to Act:

- The post holder is expected to take responsibility to manage the co-ordination of many cancer patients' pathways.
- Through use of the Trust's escalation policy and other cancer guidance, the post holder is expected to manage problems within the overall guidelines of the cancer pathway
- To regularly audit compliance with national cancer targets in own cancer specialty (and to support others as appropriate).
- To ensure that administrative and clerical functions are carried out to the highest quality standards and in a timely manner.
- To generate and provide monthly reports to the Cancer Information Manager for Clinical Governance purposes.
- To identify to the Cancer Information Manager any areas of concern regarding the systems that allow the MDT to function effectively.
- To identify potential solutions to ongoing problems and be proactive in implementing solutions.
- To propose to clinical teams' changes in the overall pathway that would benefit patients care, and work with the team to implement these changes.
- To bring to the attention of the Cancer Information Manager any concerns surrounding the validity or appropriateness of data being collected.
- To provide data to monitor patient progress through the systems. To evaluate and contribute to the development of this role.

Communication and Relationships:

- Communicate effectively with all members of clinical teams in relation to cancer services.
- Communicate alteration to planned appointments directly to patients and their carers.
- Maintain confidentiality at all times.
- Specifically, communicates with:
 - o Consultant Medical Staff
 - o Senior Nurses and other Health Care Professionals
 - o Trusts Cancer Services Team
 - o Other Cancer Pathway Co-ordinators (Trust wide)
 - o Lead Clinicians
 - o Divisional and Directorate Managers
 - o Cancer CNS's
 - o Staff in Clinical Directorates (e.g., radiotherapy, Radiology Pathology)
 - o Related Staff in other Trusts
 - o Ward Managers and Ward Clerks
 - o Medical Secretaries and Medical Records staff

10. Physical, Mental and Emotional Demands of the Post:

- The post requires prolonged periods of concentration on a frequent basis to ensure that multiple information points for cancer patients' journey are appropriately integrated.
- The work patterns are unpredictable and require the post holder to be prepared to respond to many different requests at very short notice. Multiple interruptions and re-prioritisation of multiple key work streams is essential.

- The post requires the post holder to constantly review the records of cancer patients at various stages of their journey from diagnosis to terminal care. The post holder is also expected to participate in the MDT meetings where clinical discussions regarding patients' progress and treatment are held.
- The Cancer Pathway Co-ordinator is also expected to contact patients with cancer regarding their appointments and treatment dates.
- The postholder is expected to regularly transport multiple sets of hospital case notes (including X-rays) to and from clinical MDT meetings.

On a daily basis the postholder will be required to/be/have:

- Accurate
- Attention to detail
- Meet deadlines
- Good communication skills
- Ability to prioritise workload
- Use own initiative
- Professional manner
- Co-ordination
- Concentration
- The post will also require daily contact with cancer patient details



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"> • 2 A levels, BTEC or NVQ level 3 • 5 GCSE's 9 – 4 (A-C) including English language and Mathematics or equivalent 	<ul style="list-style-type: none"> • Medical terminology • ECDL

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Data collection and validation • Data analysis and reporting • Experience of working with clinical staff in a health care environment • Computer literate including use of Microsoft office applications • Evidence of knowledge of medical terminology 	<ul style="list-style-type: none"> • Cancer patient pathway • Evidence of knowledge of anatomy and physiology • Clinical audit methodology • Understanding of NHS cancer plan / cancer information agenda Hospital IT systems

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to report and present information • Ability to work under pressure to tight deadlines • Excellent organisational skills • Excellent communication skills • Ability to work well alone and within a team • Self-motivated and able to prioritise own work • Methodical and accurate • Competent to work in role with minimal supervision 	

<ul style="list-style-type: none"> • Demonstrates a caring and responsible attitude • Places patient in centre of all they do • Receptive to change • Values others ideas and opinions 	
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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; 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.

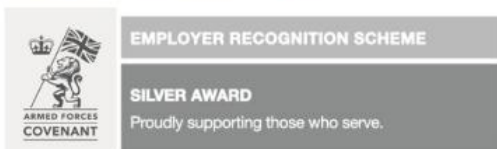
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

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.





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[Getting to The Royal Shrewsbury Hospital](#)

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