



VAGUE SYMPTOMS CANCER 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.

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

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	Vague Symptoms Cancer Navigator
Band	4
Directorate	Surgery, Anaesthetics and Cancer
Accountable to	Medical Secretary Supervisor

JOB OVERVIEW

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 Cancer Care team to support patients through diagnosis, treatment pathways and follow up's, ensuring 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 specialty multidisciplinary team.
- Working as part of the Cancer Care team, following a Holistic Needs Assessment, coordinates care with the person living with cancer related non-complex needs so they can access the right help at the right time, providing a seamless experience of care. Checks that the person is able to self- manage and provides a flexible and personalised response to any changes in need.

- Working in conjunction with the Cancer Care team to provide coordination of high-quality patient care through on-going telephone assessment and proactive identification of needs using basic knowledge, approved tools and procedures.
- Be the single point of contact for all patients on a self-managed pathway of care and to coordinate care and track mammographic surveillance results, feedback of results for non-complex cases, managing patient concerns via the helpline and generic email, 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 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 living with cancer 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.

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 and individual pathways, incoming calls and liaising initiate with appropriate the CNS response as appropriate according to assessment tools, protocols
2. Recognises Provides practical and information emotional support needs may change to over the person time and living works with cancer the and person their families. to ensure they have all the information and support they need at all stages of the cancer 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. Organising, maintain the relevant Somerset tests Cancer and ensuring Registry results database are flagged for open to access follow the relevant MDT up, monitoring member. Alerts
6. Managed, coordinate patients the necessary care plan. assessments, appointments, or investigations as identified in self 7. Preparation for patients of on the cases self-managed for the MDT pathway discussion work closely and ensure with the that MDT outcomes MDT coordinators are to followed ensure good 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 care, support on Performance and follow up s Metric services and they how access. People living with cancer use the service, including
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. Participate in the development and support the planning, delivery and evaluation of Living Well Sessions in collaboration with the LWBC Programme Team.
16. With support from the Care team, continue to advise patients on individual self management principles and provide consistent planned follow up to reinforce and further promote this information



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 in Breast Care 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 patient • Experience of working in the NHS • Experience of working within multi-professional teams • Experience in the use of data management • Experience of coordinating 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 	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Professional and caring with respect for others 	

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 AND CYBER SECURITY

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

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

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.





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](#)