

Job Title: Macmillan Cancer Care Navigator / Cancer Support Worker /
Cancer Care Co-ordinator

AFC Band: Band 4

Hours:

Directorate:

Reports to:

Accountable to:

Role summary:

The post holder will be an integral part of the Cancer Team, who works under the supervision of the Clinical Nurse Specialist (CNS), the main purpose of the role is to support people to navigate the complex health and social care system during and/or following completion of cancer treatment. The post holder will 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; and coordinate care, education and support for people with non-complex care needs. S/he will undertake both routine and specially identified tasks for which they have been trained and assessed as competent.

A large part of the role is providing administrative and coordination support to patients, families, consultants, cancer nurse specialists and other staff involved in the cancer pathway. The successful applicant will ensure the efficient channelling and close co-ordination of the patient follow up pathway/diagnostic pathway ensuring robust communication between medical staff, GPs, patients, relatives, members of the public and other disciplines within the Trust and close liaison with the community staff and oncology teams.

The post holder will demonstrate excellent organisational skills, must be flexible in approach, able to exercise initiative and demonstrate a consistently high standard of professionalism, being aware of the need for confidentiality and integrity. The post holder will have excellent communication skills and be willing to undertake on-going training and development. In addition, the post holder will be able to signpost patients and carers to the relevant sources of support and information appropriate to their needs.

Key Duties and Responsibilities:

The duties and responsibilities listed below should be undertaken in accordance with the levels of competence as defined in the RCN/UKONS career framework for Cancer Nursing. In addition all staff are expected to act in accordance with the values and behaviours of the Trust

CORE ELEMENTS OF ROLE

Under the guidance and supervision of a registered practitioner:

1. 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.

To provide general information and support about cancer and cancer services, to enable people to navigate the health and social care system and make choices that are best for their cancer and their life. A key aspect of the role involves daily and direct (e.g. face to face and telephone) communication with patients, relatives, carers, and other health and social care professionals. The information and nature of the communication required is sensitive due to the nature of cancer. Communication in this context requires a high degree of empathy, understanding, diplomacy, honesty and integrity.

- Triage incoming calls, using a risk assessment framework and initiate appropriate response according to protocols and individual pathways, using good communication skills, basic clinical

awareness and appropriate tools and procedures, liaising as appropriate when non routine and refer complex decisions to the team for assessment and review.

- Provide basic telephone advice and refer on or sign-post to other sources of support.
- Coordinate the necessary assessments, appointments or investigations to fast track people back into the system if required.
- Demonstrate the ability to recognise and respond appropriately when faced with a sudden deterioration or an emergency situation, alerting the team or enabling rapid response as appropriate.
- Support information prescription delivery; this role may include printing out information prescriptions, assisting people accessing emailed information prescriptions, or offering to provide information prescriptions based on the all-cancers information pathway.
- Communicate and signpost to appropriate needs related information
- Guide people through the use of self-assessment resources.
- Document and monitor all aspects of care coordination and service delivery, supporting data collection for audit.
- Maintain an accurate database of patients including systems to track interval investigations and monitor incoming health status information from patients using the system.
- Demonstrate in practice the Macmillan Human Rights Standard for Cancer Care.

2. Coordinate care for people with non-complex care needs (Level One – Supported self-management – NCSI risk stratification model)

To proactively identify patient and carer needs using knowledge approved tools and procedures to ensure that people get the right support to meet their needs. The role requires use of judgment in responding to the needs of individuals. The level of judgment required relates to identifying the complexity of the situation, providing appropriate advice and escalating to the registered practitioner where appropriate.

- Coordinate the care for a defined group of patients assessed by a registered practitioner as having level one care needs for supported self-management.
- Organise and prioritise the designated workload in relation to identified needs
- Contribute to the holistic needs assessment and the development of an individual care plan.
- Implement, monitor and review the care plan with the patient and carer, in line with standard operating procedures and protocols and modify as appropriate.
- Evaluate outcomes of care delivery with the registered practitioner.
- Coordinate and organise appointments and assessments as required.
- Make pre planned outbound telephone calls to patients to assess ongoing needs to enable a proactive prevention approach.
- Identify indicators of need or changes in need through telephone contact and respond appropriately.
- Coordinate the handover with other teams to facilitate safe and effective transition of care between services in order to provide seamless support for people.
- Act as advocate and facilitator to resolve issues that may be perceived as barriers to care.

3. Coordinate education and support for people with non-complex care needs (Level One – Supported self-management – NCSI risk stratification model)

To coordinate access to the right information and education resources to support people in making decisions about aspects of their own care, enable independence and support self-management as appropriate. Develop a partnership approach to working in order to empower the patient and carers.

- Support people to access appropriate information and support, by sign- posting to a range of support services and take an approach which helps people to self-manage where appropriate.
- Advise patients on individual self-care management principles and provide consistent planned aftercare to reinforce and further promote this information.
- Deliver patient-centred, self-management support and education as necessary to non-complex patients, including how to self-assess.
- Support the delivery of patient and carer training and education, including use of equipment.
- Encourage and support active and healthy lifestyle choices.
- Coach patients and carers to understand what signs, symptoms or situations to be aware of that would indicate concern.

- Coach patients and carers on how to make contact when they feel that their condition or needs have changed, including what to do out of hours.
- **Services and Project Management**
- Coordinate the handover with other teams to facilitate safe and effective transition of care between services

Suggested additional elements for the role in a Healthcare Setting:

- Planning/inviting/organising of Health and Well-Being events or other supported self-management events.
- Coordinate remote surveillance and monitoring through appointments for investigations and feedback of results for non-complex cases.
- Coordinate face to face appointments for those with complex results from remote surveillance and monitoring investigations.
- Comment on proposed changes to policies and procedures.
- Support and contribute to audit processes, governance, research, clinical research trials and service development.

Suggested additional elements for the role across all Settings:

- Demonstrate self-directed learning, actively seeking role development opportunities to enhance practice, knowledge and role progression.
- Identify personal education needs and skills development with the registered practitioner.
- Make sure that people affected by cancer are aware that they are interacting with a Macmillan professional and know about the full range of resources and services available through Macmillan.
- Actively engage with Macmillan Cancer Support to contribute expertise and experience and support the Macmillan Corporate Strategy.
- Carry out some administration duties required by the role.
- Order supplies and equipment.
- Understand that there will be frequent exposure to distressing/highly distressing situations and when to seek appropriate support/advice.
- Demonstrate an awareness of the limits of own practice and knowledge and when to seek appropriate support/advice.
- Take an active part in Team Meetings and audits as required.

PROFESSIONAL

To identify personal needs for future training and development with the Senior CNS and address these via agreed objectives and personal development plan

Job Review:

This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

Signature of Post holder:

Date:

Signature of Manager:

Date:

PERSON SPECIFICATION

Post Title

Cancer Support Worker / Navigator / Care Co-ordinator

Grade

Band 4

SELECTION CRITERIA	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
<p>Education & Qualifications</p>	<ul style="list-style-type: none"> • Good General Education with GCSE English and Mathematics (Grades A-C or equivalent) • ECDL or equivalent experience • NVQ4 or NVQ3 in health or social care <i>plus additional training to diploma level equivalent, or equivalent through short courses</i> 	<ul style="list-style-type: none"> • Evidence of continued role development • Basic counselling • Willingness to undertake Macmillan and/or other learning and development courses • <i>Coaching or teaching qualification</i> 	<p>Application form CV Interview</p>
<p>Knowledge & Experience</p>	<ul style="list-style-type: none"> • Relevant Health or Social Care experience at AfC Band 3 or equivalent • Efficient in the use of Microsoft Word for Windows, Excel, Power Point, Outlook and internet. • Understanding of person-centred care. • Experience of multi-professional working • Experience in the use of data management • Evidence of good communications skills • Understanding of the health and social care environment 	<ul style="list-style-type: none"> • Previous medical secretarial experience • Understanding of Macmillan Cancer Support and its role across the UK. • Experience co-ordinating a patient workload. • Awareness of Improving Outcomes; A Strategy for Cancer and other national cancer policies • Knowledge of relevant cancer treatments, interventions and terminology. • Experience of coaching/teaching patients and carers. • Knowledge of medical terminology. 	<p>Application form CV Presentation References</p>

<p>Skills & Abilities</p>	<ul style="list-style-type: none"> • Able to use own initiative and work without supervision. • Able to prioritise work and work of others. • Possess excellent communication skills. • Effective organisation skills. • Ability to communicate both verbally and non-verbally on a daily basis with people at all levels. • Good observation skills. • Practical problems solving skills. • Ability to work within a team • Ability to show empathy and understand the difficulties faced by people affected by cancer • Ability to ask sensitively about information needs • Ability to retrieve information from a wide range of sources and in different formats. 	<ul style="list-style-type: none"> • Understanding of Somerset Cancer Registry 	<p>Application form Interview References</p>
<p>Personal Capabilities</p>	<ul style="list-style-type: none"> • Ability to work flexibly dependant on the needs of the service. • Must be prepared to work across different hospital sites. • Demonstrate enthusiasm. • Empathic and caring nature, able to be sensitive to the needs of patients and their carers • Calm and objective • Confident, yet approachable • Recognition of own limitations 		<p>Application form Interview References</p>