

JOB DESCRIPTION

Job Title:	Cancer Pathway Coordinator
Base:	The base will be at Royal Shrewsbury Hospital but working across both hospital sites is expected
Department:	Cancer Services
Accountable To:	Cancer Performance Manager

1. Post 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:

2. 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.

3. 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.

4. 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.

5. 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.

7. 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

8. 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.

9. 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:
 - Consultant Medical Staff
 - Senior Nurses and other Health Care Professionals
 - Trusts Cancer Services Team
 - Other Cancer Pathway Co-ordinators (Trust wide)
 - Lead Clinicians
 - Divisional and Directorate Managers
 - Cancer CNS's
 - Staff in Clinical Directorates (e.g., radiotherapy, Radiology Pathology)
 - Related Staff in other Trusts
 - Ward Managers and Ward Clerks
 - 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

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

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. 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 staff; 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. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **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** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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 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; and

- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed, or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people, and vulnerable adults.
- 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 Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion, and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust 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 to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

This job description represents a summary of the main responsibilities of the post and is not an exhaustive list of duties to be undertaken. The duties may be redefined following discussion with the Line Manager.

Manager	Post holder
Signature	Signature
Date	Date