

## **JOB DESCRIPTION**

### **1. General Information**

**JOB TITLE:** Patient Pathway Coordinator

**SERVICE/SPECIALITY:** Oncology

**GRADE:** Band 4

**DIRECTORATE:** Oncology

**RESPONSIBLE TO:** Assistant Service Manager

**ACCOUNTABLE TO:** Deputy Service Manager

### **Department Information**

#### **Guy's Cancer Centre**

Guy's and St Thomas' and King's Health Partners new Cancer Centre offers a full range of services for the diagnosis and treatment of all adult cancers. Patients from across south east London attend for treatment which is not available at their local hospital. The Trust's cancer services will be provided at the Cancer Centre on the Guy's site as well as the new site at Queen Mary's Hospital, Kent.

GSTT is will helping establish an internationally renowned Comprehensive Cancer Centre by:

- providing the very best cancer service to patients by combining first class clinical care with ground-breaking research and high quality training and development across the AHSC
- improving outcomes and experience for cancer patients with complex needs through earlier diagnosis, effective treatment and the provision of high quality survivorship care
- embedding whole person care across the cancer pathway and strive to bring treatment programmes closer to home
- developing and test new biological and cellular therapies in a range of cancers
- Cancer Centre at Guy's Hospital and a sister centre in Sidcup are transforming the delivery of cancer services, so patients can receive the right treatment at the right time, delivered within fewer visits and tailored to their need

## Clinical Aims

- To bring together the majority of cancer care and research under one roof, so that patients are given seamless care and staff can work together on diagnosing, treating and applying research into cancer.
- To improve supportive care, patient information and complementary therapies at each stage of the patient pathway to improve patients' quality of life both during treatment and into recovery and survivorship.
- To provide an outstanding environment that will 'lift the spirits' of patients, relatives and staff.
- To deliver compassionate care and a world class service

The post is offered on a full-time basis, 37.5 hours per week, with shifts varying between the hours of 8am-8pm. The work will be predominantly Monday to Friday but the post holder may occasionally be asked to work outside of these hours (including Saturdays and Bank Holidays) during busy service periods.

### Organisational Values:

Our **values** help us to define and develop our culture, **what we do** and **how we do it**. It is important that you understand and reflect these values throughout your employment with the Trust.

The post holder will:

- a. **Put patients first**
- b. **Take pride in what they do**
- c. **Respect others**
- d. **Strive to be the best**
- e. **Act with integrity**

Our [values and behaviours framework](#) describes what it means for every one of us in the Trust to put our values into action. The framework can be found on our Trust careers pages and GTIntranet.

## 2. Job Summary

The Patient Pathway Coordinator will lead on the tracking of pathways of patients. By working closely with a wide range of clinical and managerial staff, and providing high standard of administrative support, the post holder will ensure patients receive treatment as soon as possible and ensure national targets are met.

The post holder is responsible for providing a high standard of professional and patient focused service to a range of Trust-wide specialities and will support the function on a day-to day operational basis.

### **3. Key Relationships**

The post holder will have regular contact with a wide range of clinical and managerial staff, administrative and clerical support staff at many levels and patients, relatives and external agencies.

### **4. Duties and Responsibilities**

The duties and responsibilities listed below are representative of the Patient Pathway Coordinator role and its purpose within the service; they are not exhaustive and the post holder may be required to undertake additional or alternative administrative and managerial duties and responsibilities commensurate with the level of the post, to support the smooth running of the department.

#### **Operational**

- Monitor and review patient care and/or treatment progress using the Patient Tracking List in line with Trust and local policies.
- Identify from the Tracking List the next steps in the patient care pathway in line with clinical need (peer review).
- Receive patient referrals and administer in line with timings and requirements as set out in Trust and National policies.
- Co-ordinate and provide administrative support to the relevant teams to ensure that all the relevant paperwork and clinical information is available.
- Update on all enquiries regarding patients' care and/or treatment on a pathway from external Trusts and General Practitioners in a timely manner.
- Develop an understanding of the milestones of the allocated pathway for patients within a designated group.
- Plan and organise multi-disciplinary team meetings.
- Attend relevant meetings and complete actions regarding the care of patients within the designated pathway.
- Participate in national audits and collect data as required in relevant meetings, allowing the Trust to identify and improve treatment in patient cohorts.
- Identify and suggest improvements that can be made to the patient care pathway and/or the patient pathway tracking process.
- Monitor patients on their pathway and proactively find resolutions to improve the speed of treatment by working directly with clinicians and managers.
- Action day-to-day issues, ensuring resolution and escalating serious issues to management as appropriate.

- Escalate any issues and breaches of the Waiting Times standards to the relevant management in line with agreed escalation procedures.
- Ensure the timely and efficient transfer of patients and information between trusts/other organisations involved in the patient pathway, adhering to agreed communication pathways and protocols.
- Work within a multi-disciplinary team in developing the service in line with departmental plans and Trust corporate objectives.
- Ensure that all health records are appropriately tracked and securely stored whilst in the department according to Health Records Policy.

### **Communication**

- Develop working relationships with a wide range of clinical and managerial staff.

### **Data collection and analysis:**

- Responsible for collecting and updating patient information on the relevant databases in line with local policy, to ensure efficient pathway progress. This includes maintaining the accuracy of data at all times.
- Working with the Team to analyse target breaches and report issues to management.

### **Policy development**

- Review and support development and implementation of Standard Operating Procedures.
- Review and support development and implementation of internal targets.

### **Staff Management**

- Provide day-to-day supervision and oversight of duties for the departments administrators.
- Ensure the administrators complete preparation for each Multi-Disciplinary Team.
- Providing support for day to day queries from administrators.
- Ensure administrators are fully adhering to the appropriate Trust policies and protocols.
- Identify training and development needs of staff, taking these forward where appropriate.

### **Other**

- Undertake any administrative tasks commensurate with the grade required to support the delivery of high quality patient care.
- Actively participate in department development as appropriate and participate in departmental meetings
- Undertake any other duties commensurate with the grade, required to ensure the smooth and efficient running of the department.

- Undertake any training as required to complete the tasks associated with the job role.

The post holder is required to follow Trust policies and procedures which are regularly updated including:

### **Confidentiality / Data Protection / Freedom of Information**

Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, post holders must apply the Trust's FOI procedure if they receive a written request for information.

### **Information Governance**

All staff must comply with information governance requirements. These includes statutory responsibilities (such as compliance with the Data Protection Act), following national guidance (such as the NHS Confidentiality Code of Practice) and compliance with local policies and procedures (such as the Trust's Confidentiality policy). Staff are responsible for any personal information (belonging to staff or patients) that they access and must ensure it is stored, processed and forwarded in a secure and appropriate manner.

### **Equal Opportunities**

Post holders must at all times fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and equality laws.

### **Health and Safety**

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

### **Infection Control**

All post holders have a personal obligation to act to reduce healthcare-associated infections (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAIs. **All post holders must comply with Trust infection screening and immunisation policies** as well as be familiar with the Trust's Infection Control Policies, including those that apply to their duties, such as Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps.

### **Risk Management**

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory.

### **Flexible Working**

As an organisation we are committed to developing our services in ways that best suit the needs of our patients. This means that some staff groups will increasingly be asked to work a more flexible shift pattern so that we can offer services in the evenings or at weekends.

### **Safeguarding children and vulnerable adults**

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

### **Sustainability**

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers monitors and equipment when not in use, minimising water usage and reporting faults promptly.

### **Smoking Policy**

The Trust is committed to providing a healthy and safe environment for staff, patients and visitors. Staff are therefore not permitted to smoke on Trust property or in Trust vehicles

### **Review of this Job Description**

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

### **AC June 2018**

## PERSON SPECIFICATION

### Chemotherapy Patient Pathway Coordinator

#### Oncology

#### Requirements

	ESSENTIAL	A/I/T*	DESIRABLE	A/I/T*
<b>Qualifications/ Education</b>	Good general education with English and Maths to GCSE standard or equivalent	A	IT package qualification/training, e.g. European Computer Driving Licence (ECDL)	A/I
	Educated to diploma level or NVQ 3, City and Guilds certificate level in business administration or equivalent	A	Customer services qualification/training	A/I
	Evidence of some formal further training in short courses, experience of a range of admin practices and with significant experience of hospital administration	A		
<b>Previous experience</b>	Significant proven experience of delivering to high standards in a fast-paced high volume customer care environment.	A/I	Experience of an administrative role within the NHS	A/I
	Ability to deal with a range of issues independently and efficiently	A/I	Experience of supervising staff	A/I
	Proven administrative experience	A/I		A/I
<b>Skills/ Knowledge/ Ability</b>	Excellent interpersonal skills with the ability to liaise effectively with a wide	A/I/T	Knowledge of medical terminology	A
				A/I

	range of multi-disciplinary staff		Understanding of peer review process and governance processes	
	Ability to work both autonomously and in a team	A/I		
	Ability to deal with difficult service users and challenging situations	I		
	Demonstrable experience of data collection, presentation, report writing and handling of data quality issues	A/I/T		
	Ability to work with confidential data and information and deal with sensitive issues discreetly	A/I		
	Ability to follow complex protocols and feedback to senior staff as appropriate	A/I/T		
	Organisational and time management skills to meet deadlines	A/I		
	Possess a 'can do' attitude, with a flexible approach to work and the ability to cope with changing demands	A/I		
	Strong IT skills, particularly with relation to Microsoft Office packages, e.g. Word, Outlook and Excel	A/I		
		A/I/T		



	<p>Excellent interpersonal and communication skills face to face, in writing and on the telephone</p> <p>Ability to plan, organise and prioritise own workload and that of junior staff</p> <p>Ability to prepare reports (written and data) using a variety of software packages and present in an easy-to-read format</p>	<p>A/I</p> <p>A/I</p>		
<b>Physical Requirements</b>	<p>Use of VDU</p> <p>Must be able to work from a desk environment for extended periods</p>	<p>A/I</p> <p>A/I</p>		
<b>Additional Information</b>	<p>To be flexible in their approach to the work, according to priorities and changing organisational systems</p>	<p>A/I</p>		

**A = application; I = interview; T = test / assessment centre**

**AC June 2018**