#### JOB DESCRIPTION

**1.JOB DETAILS**

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| --- | --- |
| **Job Title:** | **Liver Health Checks and HCC Surveillance Pathway Navigator (Surrey Operational Delivery Network)** |
| **Band:** | **4** |
| **Base** | RSCH |
| **Department / Portfolio** | Hepatology / Medicine |
| **Reports to:** | B8 ODN Manager |
| **Accountable to** | ODN Management Team |

**2. CONTEXT and JOB PURPOSE**

This is a new role to support the delivery of the Surrey Liver Health Checks Operational Delivery Network (ODN) which will integrate with the existing Hepatitis C ODN and the regional Hepatocellular Cancer MDT team at the Royal Surrey.

Primary liver cancer is the eighth most common cause of cancer death in the UK accounting for 3% of cancer related mortality (CRUK). Hepatocellular carcinoma (HCC) is the most common type of primary liver cancer and presents in patients with cirrhosis. The dominant risk factors include cirrhosis caused by alcohol or viral hepatitis, and metabolic or fatty liver disease. There is a strong link with deprivation including homelessness, drug addiction, and obesity. Whilst HCC incidence is increasing in the UK (Burton JHEP reports 2021) survival remains poor with less than 15% 5-year survival.

The Royal Surrey is one of ten pilot sites funded by NHS England and NHS Improvement to deliver a programme of work to develop a Surrey Liver Surveillance ODN. The pilot aims to screen for liver disease in at risk populations and for those individuals with cirrhosis engage and retain them in hospital-based liver cancer surveillance pathways (6 monthly USS / bloods and clinical review). The aim is to contribute to the national strategy around early cancer diagnosis.

Under the direction, guidance and supervision of the Hepatology CNS team and Consultants, the post holder will coordinate the care and monitor surveillance pathways for patients with cirrhosis enrolled in Hepatocellular Cancer Surveillance at Royal Surrey and across the ODN network. The post holder will also have a specific focus to provide direct support for patients to maintain engagement in surveillance pathways ensuring they receive surveillance scans on schedule.

**2.1 JOB SUMMARY**

The Pathway Navigator will work as part of a multi professional team to deliver the Liver Health Checks and Liver Surveillance programme. Key deliverables include work to facilitate a smooth patient journey ensuring that co-ordinated and streamlined administrative processes revolve around patients identified as eligible for cancer surveillance following a screening fibro scan in Liver Health Checks clinics across the network.

The Pathway Navigator will support the patient journey by providing a single point of access, including rapid re-entry into the system for those people identified as having urgent or specialist needs.

The post holder will have administrative responsibilities including data management and patient tracking for those individuals participating in the liver health checks programme including patients referred into hospital-based liver cancer surveillance clinics.

**3. KEY RESULT AREAS/MAIN DUTIES AND RESPONSIBILITIES:**

The duties and responsibilities listed below are representative of the Pathway Navigator role and its purpose within the service. They are not exhaustive, and the post holder may be required to undertake additional or alternative managerial responsibilities commensurate with the post to support the smooth running of the Hepatology service and the HCC cancer MDT. A degree of cross cover with the existing HCV ODN co-ordinator will be required.

**Overview of Responsibilities:** Under the guidance and supervision of a registered practitioner:

**Operational**

* Support scheduling of Liver Health Checks clinics across the ODN including primary and secondary care, substance misuse services and mobile van-based clinics
* Co-ordinate patient referrals from the community Liver Health Checks CNS to the Hepatology service and radiology department at the Trust and at network providers and administer in line with timings and requirements as set out in the pilot Surveillance pathway
* Co-ordinate and provide administrative support to the clinical teams (and their secretarial staff) to ensure all relevant paperwork and clinical information is available for consultations
* Maintain and populate the Patient Tracking list for the Liver Health Checks clinics and HCC Surveillance Tracker for the people engaged with the pilot across the ODN
* Identify from the Tracking list the next steps in the patients’ surveillance pathway in line with target surveillance dates and or clinical need (Peer review)
* Develop an understanding of the milestones within the Liver Cancer surveillance pathway and relevant national guidance (e.g., NICE)
* Update on all enquiries regarding patients’ liver disease stage care and treatment on the cancer surveillance pathway (or diagnostics within the pilot e.g., Fibro scan) from the patients GP in a timely manner
* 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 clinical decisions to the team for assessment and review.
* Provide basic telephone advice regarding appointments and test schedules and refer on or signpost to other sources of support (e.g., the British Liver Trust)
* Coordinate the necessary assessments, appointments, or investigations to fast-track people with abnormal results (suspected HCC) in the surveillance programme into the Cancer TWR pathway.
* Make pre planned outbound telephone calls to patients to remind patients of upcoming surveillance scans / laboratory diagnostics, and identify and assist in resolving any barriers to engagement (e.g., booking linked phlebotomy appointments for patients attending for surveillance USS)
* Co-ordinate text reminders for surveillance appointments for patients across the ODN
* Support information delivery. This role may include printing out or emailing patient information

assisting people accessing relevant web-based information or signposting to support services

* Develop and maintain a Patient tracking list for standard of care (non-pilot) patients already engaged with HCC surveillance under the care of the Royal Surrey Liver team.
* Encourage and support active and healthy lifestyle choices
* Monitor patients on surveillance pathways and proactively find resolutions to improve adherence to target surveillance dates. E.g., tracking attendance and DNAs and escalation of patients’ overdue surveillance to the Program manager and clinical teams.
* To work with the liver Health Checks CNS and lay peer support workers to maintain engagement in the surveillance pathway and to reengage patients with surveillance following a DNA.
* Identify indicators of need or changes in need through telephone contact and respond

appropriately

* To identify and proactively find resolutions to barriers to care. Where necessary this may include signposting to social care support or support to access travel costs for individual patients.
* Ensure timely and efficient transfer of patient information between trusts / clinical teams involved in the patient’s pathway particularly those recently diagnosed with cirrhosis through the ODN.
* Track surveillance results and co-ordinate face to face appointments for those with abnormal test results from surveillance investigations within a TWR timeframe
* Work in a multidisciplinary team in developing the Liver Health Checks and Cancer Surveillance pilot in line with the department hospital and Cancer Alliance plans
* Ensure all health records are appropriately tracked and securely stored in accordance with the health records policy
* Identify and suggest improvements that can be made to patient care pathway and or the patient pathway tracking process
* Track the onward management of any suspected cancer patients diagnosed through the pilot and share relevant data with the designated Cancer pathway co-ordinator
* Plan the outreach activity associated with the service, ensuring the appropriate resource is available
* Escalate any issues and breaches of the waiting times standards to relevant management in line with agreed escalation processes
* PA duties – diary management and preparation of urgent clinical correspondence for the CNS team and Lead clinician
* Communicate information that is complex and sensitive pertaining to patients with diagnosed or suspected liver cancer.
* Responsibility for maintaining appropriate levels of stock required for the service to run efficiently
* Responsibility for managing own time and ensuring tasks are completed in the required timeframe. Work autonomously in ensuring patients are tracked and progressed along their pathway accordingly

**Data Collection and Analysis**

* Responsible for collating and updating patient information on the relevant databases in line with local policy, to ensure efficient pathway progress. This includes maintaining the accuracy of the data at all times
* Working with the operational team and clinical team to analyse target surveillance breaches and report issues to the ODN management team
* Document and monitor aspects of care coordination and service delivery for audit and reporting to the ODN management team Cancer Alliance and NHS E&I Cancer Program board
* Support and contribute to audit processes, governance, research, clinical research trials and service development

**Policy Development**

* Review and support development of Standard Operating Procedures
* Review and support development of ODN targets

**4. KEY WORKING RELATIONSHIPS AND COMMUNICATION**

|  |  |
| --- | --- |
| Royal Surrey Foundation Trust | External to RSCH |
| Executive and Operational Leadership at RSCH | Surrey and Sussex Cancer Alliance |
| ODN Management team HCV/Liver Health Checks ODN Clinical Lead | Consultant Hepatologists across the ODN |
| Lead Nurse and Matron | Primary Care colleagues |
| Hepatology CNS Team and alcohol liaison Team at RSCH | Liver CNS team across the ODN territory |
| Liver Health Checks Pilot Manager | Drug Treatment Service Provider teams |
| HCV MDT coordinator | Surrey County Council and ICS |
| HCC Cancer CNS and MDT co-ordinator |  |
| Diagnostic Radiology administrative team |  |
| Outpatients administrative team |  |
| PALS managers |  |

1. **DEPARTMENT CHART OR REPORTING STRUCTURE OF THE POST:**

Lead Nurse

B8

B8 Network Manager

ODN Lead Clinician

**ODN**

**Management**

**Team**

Liver Pharmacist

HCV ODN Case Finding CNS B6

Liver Health Checks CNS B6

General Hepatology CNS team

**CNS**

B5 HCV Administrator Pharmacist

B4 Pathway

Navigator

B3 HCA / Fibro scan tech

**OTHER RESPONSIBILITIES**

You are required to comply with the Trust Standard of Business Conduct policy and the   
 NHS Codes of Conduct and Standards of Business Conduct for NHS Staff and you are  
 required to declare all situations where you (or a close relative or associate) have a  
 controlling interest in a business (such as a private company, public organisation, other  
 NHS organisation or voluntary organisation) or in any other activity which may compete for

an NHS contract to supply goods or service to the Trust.

**Confidentiality**

* All employees must respect and protect the confidentiality of matters relating to patients or other members of staff and must comply with the requirements of the Data Protection Act (1998). Further details are available from the Trust’s Data Protection Act Designated Officer.
* Password security is of vital importance in protecting data held on computer. Any member of staff who divulges their personal password will be subject to disciplinary action and may be dismissed.

**Equal Opportunities**

* The Trust is aiming to promote equal opportunities. A copy of Equality and Diversity Policy and our Single Equality and Diversity Scheme are available from the Human Resource department or on the internet/intranet.
* Members of staff must ensure that they treat members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

**Corporate Governance**

* The Trust, as a public organisation, is committed to acting with honesty, with integrity and in an open way. The Trust Board of Directors is responsible for ensuring that Trust services are managed in this way. We are working together to achieve the highest levels of compliance with the risk management standards promoted through the NHS Executive’s Controls Assurance programme and the Clinical Negligence Scheme for Trust (CNST). All of us are expected to become familiar with these standards as they relate to our work and further details are available from your manager.
* One of controls assurance standards relates to Health & Safety. Under the Health & Safety as Work Act 1974, all of us have a duty.
* To take reasonable care of ourselves and others at work
* To co-operate in meeting the requirements of the law

Further details are available from the Trust’s Health & Safety Advisors.

**Safeguarding**

The Royal Surrey County Hospital NHS Foundation Trust has a safeguarding policy for both adults and children and is committed to the protection of children, young people and adults.  The Trust acknowledges that, due to the nature of hospitals, many people who would not normally be considered vulnerable can be in a position where they lack capacity or have reduced control.  It also recognises that abuse of vulnerable adults/children can occur within domestic, institutional and public settings, and as such we have a responsibility to protect patients and associated dependents within our care.  All employees have a responsibility to meet the statutory requirements to safeguard and promote the welfare of both children and adults to ensure that they come to no harm and to raise any concerns regarding safeguarding.  All employees would be fully supported in raising any safeguarding concerns.  All employees must be aware of Trust policies in relation to safeguarding and must adhere to them at all times.

**Trust values and behaviours**

The Values and Behaviours that are both displayed and aspired to at the Royal Surrey are:

**We work together to serve our community by:**

* Delivering safe and excellent clinical care
* Treating others with compassion and respect
* Driving improvement and efficiency

**The behaviours are defined below as:**

* Delivering safe and excellent clinical care
* I share information openly and effectively with patients, staff and relatives
* I consider safety in my everyday actions and seek to minimise patient and staff harm
* I work to prevent and control infection
* I strive to deliver excellent outcomes

**Treating others with compassion and respect**

* I treat others as I would like to be treated
* I am compassionate and empathetic
* I treat other people with dignity and respect
* I am courteous and polite
* I anticipate the needs of the people I serve
* I strive to make time

**Driving improvement and efficiency**

* I provide support and challenge
* I continuously seek to improve service quality and share best practice
* I listen and act on suggestions for change
* I work resourcefully to deliver improved outcomes
* I use resources wisely

1. **RIDER CLAUSE**

This is an outline of duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Division.

Signed (Employee):------------------------------------------- Date:--------------------------------------------

Signed (Manager):--------------------------------------------- Date:-------------------------------------------

***The Royal Surrey Hospital NHS Foundation Trust aims to ensure that no job applicant or employee is unfairly disadvantaged on the grounds of race, colour, nationality, ethnic origin, age, disability, sex, sexual orientation, marital status/civil partnership, religion/belief or trade union status.***

**PERSON SPECIFICATION**

**POST: Liver Health Checks and Liver Cancer Surveillance ODN Pathway Navigator**

**BAND: TBC ? 4**

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**\***Assessment will take place with reference to the following information

A=Application form I=Interview T=Test C=Certificate

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| --- | --- | --- | --- |
| **Area** | **Essential** | **Desirable** | **Assess-**  **ment** |
| **Values and Behaviours** | | | |
| **ESSENTIAL CRITERIA FOR ALL POSTS** |  |  |  |
| Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes | **√** |  | **A/I** |
| Demonstrable skill to work together to serve our community through delivering safe and excellent clinical care | **√** |  | **A/I** |
| Value diversity and difference, operates with integrity and openness | **√** |  | **A/I** |
| Treating others with compassion, empathy and respect and | **√** |  | **A/I** |
| Share information openly and effectively with patients, staff and relatives | **√** |  | **A/I** |
| Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others | **√** |  | **A/I** |
| Uses evidence to make improvements, increase efficiencies and seeks out innovation | **√** |  | **A/I** |
| Actively develops themselves and others | **√** |  | **A/I** |
| **Qualifications** | | | |
| * GCSE English Language and Mathematics(Grades A-C) or equivalent * NVQ4 or NVQ3 plus additional training to diploma level equivalent, or equivalent through short courses * If NVQ level 3, experience would be expected. * Evidence of continued role development * Coaching or teaching qualification | **√**  **√** | **√** | **A/I**  **A/I**  **A/I** |
| **Knowledge and Experience** | | | |
| * Relevant health or social care experience at AfC Band 3 or   equivalent   * Experience of multi-professional working * Experience in the use of data management * Evidence of good communications skills * Understanding of person-centred care * Understanding of the health and social care environment * Experience in coordinating a patient workload * Experience of coach/teaching patients and carers*.* * Understanding of the Hepatitis C trust / British Liver Trust and their roles across the UK. * Awareness of Improving Outcomes: A Strategy for Cancer and other national cancer policies * Knowledge of relevant terminology | **√**  **√**  **√**  **√**  **√**  **√**  **√** | **√**  **√**  **√**  **√**  **√** | **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I** |
| *Skills and Capabilities* | | | |
| * Ability to communicate both verbally and non-verbally on a daily basis with people at all levels * IT Skills, Working knowledge of Microsoft Office with intermediate keyboard skills * European Computer Driving Licence or equivalent * Able to use own initiative * Effective organisation skills * Good observational skills * Practical problem-solving skills * Ability to work within a team * Ability to motivate self and others * Flexible attitude to working * Accurate written communication of information * Ability to show empathy and understand the difficulties faced by people with liver disease * Ability to prioritise own workload * Ability to ask sensitively about information needs * Ability to retrieve information from a wide range of sources and indifferent formats. | **√**  **√**  **√**  **√**  **√**  **√**  **√**  **√**  **√**  **√**  **√**  **√**  **√**  **√**  **√** | **√** | **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I** |
| ***PERSONAL ATTRIBUTIONS*** |  |  |  |
| * Used to working in a busy environment | **√** |  | **A/I** |
| * Adaptability, flexibility and ability to cope with uncertainty | **√** |  | **A/I** |
| * Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions | **√** |  | **A/I** |
| * Professional calm and efficient manner | **√** |  | **A/I** |
| * Effective organizer/prioritisation skills | **√** |  | **A/I** |
| * Confident, yet approachable | **√** |  | **A/I** |
| * Acts in a mature manner – both personally and professionally | **√** |  | **A/I** |
| * Recognition of own limitations | **√** |  | **A/I** |
| * Demonstrates enthusiasm | **√** |  | **A/I** |
| * Ability to work independently | **√** |  | **A/I** |