

Cancer Research Malaysia

JOB TITLE : Nurse Navigator
LOCATION : Patient Navigation Centres in Klang and other hospitals in Klang Valley
RESPONSIBLE TO: Mrs Maheswari Jaganathan (Patient Navigator Programme Coordinator)
Date : 1 Oct 2016, or as soon as possible thereafter

SCOPE / PURPOSE OF JOB

The Nurse Navigator will be responsible for helping and supporting breast cancer patients and their families to navigate and access healthcare services. He/she will provide support and services to address barriers to health resources, and will monitor the follow up care of the patients. The Navigator works within a clinical team of healthcare professionals at the hospital-based Patient Navigation Centres to ensure breast cancer patient complete their diagnostic and treatment protocols.

RESPONSIBILITIES

- **Patient support:** Be the focal point for patient navigation services for breast cancer patients. Assist patients in developing engagement plans, based on the results of the needs assessment. Provide motivation for patients, especially those who are discouraged or do not have the drive to achieve their recovery goals.
- **Resource utilization:** Coordinate services to assist patients with their basic needs, so as to ensure that the patient can complete their diagnosis and treatment in a timely manner. This includes addressing financial, logistic and other barriers to timely diagnosis and treatment, such as advising on entitlements and helping with completion of application forms, referring patients to state/national agencies or voluntary organisations depending on the needs of the patient, conducting home visits for welfare assessment.
- **Other responsibilities** include maintaining proper patient file documentation and preparing reports as and when required.

MUST HAVE COMPETENCIES

- Nursing training (with a valid annual practicing license for nurses)
- Prior training in oncology training is a strong advantage
- Ability to maintain a positive attitude towards assigned work, patients, and staff, and a willingness to work with others.
- Ability to adapt to different demands; negotiate stressful situations; and work independently with a minimum of supervision.
- Ability to use sound judgment, initiative to analyze and resolve problems associated with patient barriers.

- Effective listening skills and professional communication skills, both orally and in written form ie. good letter writing skills
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of individuals in a diverse community.
- Able to travel to state/national agencies and voluntary organizations to submit and follow up on the application, appeal and progress on behalf of patients.

ACADEMIC QUALIFICATION

Diploma/Bachelor's degree in nursing