

Cancer Research Malaysia

Job Description

Job Title : Nurse Navigator (Surgical/Oncology)
Department : Community Programme Team
Location : Tuanku Ja'afar Hospital (Seremban)
Responsible to : Head of Community Programme
Date : 7th November 2019

Scope/ Purpose of Job

The Nurses 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 along patient's clinical pathway, service to address barriers to healthcare resources and will monitor the follow up care of the patients. The navigation team works within a clinical team of healthcare professionals at the hospital-based Patient Navigation Centers to ensure breast cancer patient complete their diagnostic and treatment protocols.

Responsibilities

- 1. Providing Patient Support* - Be the focal point within the clinical team for patient navigation services for breast cancer patients. Assists 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.
- 2. Identify barriers* - Complete comprehensive assessments of the barriers to quality cancer care that contribute to challenges and identify information, resource and emotional support needs of newly diagnosed and medically.
- 3. Resource Utilization* – Coordinating services to assist patients with their basic needs, ensuring that they 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 organizations depending on the needs of the patient, conducting/arranging home visits for i) welfare assessment, ii) patient or caregiver education, and iii) defaulter tracking.
- 4. Run the full operation of PNP integrated breast clinic* – Establish clinic operation flow, standard operating procedures, organize patient appointment system, defined navigator role and schedules, inpatient ward visit schedule and coordinate multidisciplinary team referral.
- 5. Monitor and maintaining patient tracking* – Maintain an active day to day routine patient tracking activity and alert navigation team member if there is delay, or default among breast cancer patients as part of clinic operations. Organize inpatients visits to identify the changing needs among patients and their caregivers along their cancer journey.

6. *Maintaining proper patient file documentation and data collection* – Maintaining proper patient navigation file documentation and keep data collection up to date.

Must Have Competencies

The ideal candidate would be someone who:

1. Has a valid annual practicing nursing license and registered with Malaysian Nursing and Midwifery Board.
2. Preferably has hand-on experience handling breast cancer patients. Prior training in Palliative, Oncology and Surgical nursing is a strong advantage.
3. Ability to maintain a positive attitude towards assigned work, patients, team member and willing to work with other diverse stakeholders.
4. Has great organization, administrative skill and time management.
5. Has cultural responsiveness and sensitivity, know the cultural make -up of the community the team work with.
6. Has a positive attitude towards a wide and diverse range of patients, care givers and their family members.
7. Is adaptable to different demands, negotiate stressful situations and is able to analyze and resolve problems associated with patient barriers.
8. Effective listening skills and professional communication skill, both orally and in written form i.e. Good letter writing skill. Ability to speak local language is a strength.

Strong preference will be given to those who can prove they can operate in fast-growth environments with limited resources. We highly do not recommend any nursing personnel with existing management role to be part of navigation team (Ex: Matron/Sisters). We would like the placement of a dedicated team member to retain in the programme minimum for 2 years. Most importantly, your orientation toward the work should match well with our programme operating values.

Academic Qualifications

- Diploma/ Bachelor's Degree in Nursing Science
- Advanced Diploma in Oncology Nursing
- Advanced Diploma in Palliative Care Nursing