

## Cancer Research Malaysia

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JOB TITLE : Community Navigator  
LOCATION : Cancer Research Malaysia office, Sime Darby Medical Centre  
REPORTING TO: Patient Navigation Programme Manager  
Date : incumbent

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### SCOPE / PURPOSE OF JOB

The breast patient community navigator promotes timely diagnosis and treatment and aims to ensure seamless, coordinated care and services. The breast patient community navigator helps patients and their families access the health care delivery system through support, education, communication, and resources. This support begins at the point of a suspicious finding and continues throughout treatment to the resolution of the finding. The navigator works with breast cancer patients to improve their cancer care outcomes.

### RESPONSIBILITIES

- Time management and keeping up with the dateline as per required with CRM and MOH. Prioritization of task and activity carried out according to urgency and need of breast cancer patients.
- Provide navigation support for breast cancer patients who are diagnosed with breast cancer. Uses the patient navigation intake assessment and identifies needs and barriers that prevent patient from accessing care. Tracks patient progress and keeps other care team members informed. Identifies potential bottlenecks and performs appropriate interventions.
- Assists patients across healthcare disciplines to ensure appointments are made and kept. Works closely with appropriate staff throughout the healthcare system to improve patient care outcomes
- Tracks and follows patient interactions via appropriate documentation policies and procedures
- Engages in program evaluation efforts and submits reports as necessary
- Identifies system and/or organizational barriers to care and recommends strategies to improve access
- Pays utmost attention to patient confidentiality; in order to facilitate care, patient navigator will have access to patient information including diagnosis, treatment plan, and personal information such as address to facilitate local community support and untapped services
- Resource Identification and Utilization – Coordinating services with nurse navigator to assist patients with their basic needs, ensuring that they complete their diagnosis and treatment in a timely manner. This includes advising on entitlements and helping with completion of application forms, referring patients to state/national agencies or non-profit organizations

depending on the needs of the patient. Plan and conducting home visits for i) welfare assessment, ii) patient or caregiver education, and iii) defaulter tracking.

- Collaborates with local individuals, agencies, and organizations to facilitate access to community-based services addressing patients' barriers to care.
- Well versed with local resources and able to build a wider and sustainable network of community partner to address barrier faced by breast cancer patients.

**Essential Requirements:**

- **Education**  
Diploma/Bachelor's degree OR a minimum two year of experience in hospitality, psychology, population-based services, home care, community officer, human activist, social entrepreneurship, social services, customer care and service, OR a combination of education and experience that is similarly, equivalent.
- **Full driving license and own a car/motorcycle**  
Required
- **Knowledge/Skills/Abilities**  
Verbal and written communication skills.  
Computer skills.  
Fluent in communicating in local languages: Bahasa Malaysia, Mandarin or Tamil is preferred.  
Knowledge on the local population, resources and cultural sensitivity.  
Strong people skills include great team player, problem solving, strategizer, persuasive negotiation, resourcefulness, customer service, empathetic listening, and compassionate interactions.