

## **Cancer Research Malaysia**

### **Job Description**

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Job Title : Community Navigator  
Department : Community Programme Team  
Location : Multiple (Seremban, Melaka, Sarawak, Sabah)  
Responsible to : Head of Community Programme  
Date : 13<sup>th</sup> May 2019

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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 findings and continues throughout treatment to the resolution of the finding. The navigator works with breast cancer patients to improve their cancer care outcomes.

### **Responsibilities**

1. Provide navigation support for breast cancer patients who are diagnosed with breast cancer
2. Uses the patient intake process and identifies needs and barriers that prevent patient from accessing care
3. Collaborates with local individuals, agencies and organizations to facilitate access to community-based services addressing patients' barrier to care
4. Tracks patient progress and keeps other care team members informed. Identifies potential bottlenecks and performs appropriate interventions
5. Assist patients across healthcare disciplines to ensure appointment are made and kept
6. If necessary, accompanies patients to physician office visits and reviews information covered with patients afterwards
7. Tracks and follows patient interactions via appropriate documentation policies and procedures
8. Engages in program evaluation efforts and submits reports as necessary
9. Identifies system and/or organizational barriers to care and recommends strategies to improve access
10. Works closely with appropriate staff throughout the healthcare system to improve patient care outcomes

### **Job Requirements**

- Diploma/ Bachelor's Degree or 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
- Verbal and written communication skills (Bahasa Malaysia, Mandarin or Tamil is preferred)
- Computer skills
- Strong people skills to include problem solving, resourcefulness, customer service and compassionate interactions.