

Job Description

Title: Urology Cancer Care Coordinator – Regional Cancer Centre

Band: 4

Reports to: Haematology Oncology Admin Manager

Job Summary:

- Under the guidance and supervision of the clinical team, provide information and support to patients with a diagnosis of prostate cancer.
- Lead the virtual follow up service to patients post prostate radiotherapy, using 'My Medical Records'
- To enable patients to progress smoothly onto a follow up pathway after radiotherapy treatment for prostate cancer, ensuring that they have follow up review and investigations booked in a timely manner as per their agreed pathway.
- Ensure patient safety is maintained and patient experience is positive by treating all patients, relatives and colleagues with respect, dignity and courtesy in accordance with Trust values.
- Ensuring that at all times you act within your sphere of competence and understand your limitations of practice.

Key Responsibilities:

- Coordinate the necessary assessments, investigations and appointments as part of patients post treatment pathway.
- Coordinate the transfer of care between service teams as directed by protocol and by the clinical team.
- Refer and sign post to the appropriate team for decisions.
- Triage incoming calls from patients and initiate appropriate responses based on clear protocols and frameworks.
- Make pre-planned outbound telephone calls to patients under the guidance of clinical team.
- Contribute to the clinical/quality management team reviews of any issues in relation to the patient pathway.
- Manage own workload, prioritising as necessary.
- Book follow up appointments on PAS and update Somerset Cancer Register where appropriate
- Coordination of SABR MDT
- Attend relevant meetings and MDTs
- Achieve excellent communication with consultants, colleagues and external organisations when providing and receiving complex information.
- Ensure continuity of care through communication, utilising the e-mail system, and other hospital computer systems.
- Follow policy guidelines which impact on own area of work; may be required to comment/input to new or revised policies or procedures within own work environment.
- Provide advice and guidance training in own discipline to new or less experienced colleagues.

- Provide admin support to others within the care group where appropriate.

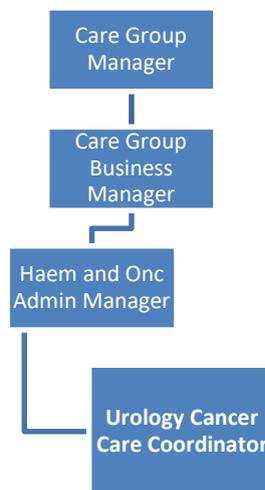
Administrative Team Support & Coordination

- Provide support to Haematology and Oncology administrative staff.
- Assist in maintaining service standards.

Operational & Service Support

- Provide administrative support for oncology operational processes, including cancer pathways.
- Work closely with clinical teams to ensure smooth coordination across services.
- Support audits, data collection, and service improvement initiatives.

Organisational Chart



Management Essentials

We are proud to offer a comprehensive development programme, Management Essentials, designed to equip staff with the skills and knowledge to become effective managers.

This post has been identified as a role that will benefit from this training, and you will be able to enrol in both mandatory and, relevant, optional modules upon commencement with the Trust.

Please click [here](#) for further information on the Management Essentials programme.



Leadership Insights

Additionally, our new leadership development programme, Leadership Insights, aims to help all newly promoted, existing and aspiring leaders, at every level at the Trust, to recognise, reflect and role model the core principles of people-centred leadership.

If, this is of interest to you, you will be able to enrol upon commencement with the Trust.

Please click [here](#) for further information on the Leadership Insights programme.

Person Specification

Qualifications

- Educated to at least NVQ level 3 or equivalent experience (Essential).
- Strong IT skills including Microsoft Office (Essential).
- Customer service or administrative training (Desirable).

Skills , Knowledge and Experience

- Experience working in administrative roles, ideally within the NHS (Essential)
- Strong organisational skills and ability to manage multiple priorities (Essential)
- Experience supporting staff or coordinating team activities (Desirable)
- Cancer and Oncology targets knowledge (Essential)
- Ability to work using own initiative and without supervision (Essential)
- Excellent verbal and written communication skills (Essential)
- Attention to detail and accuracy required (Essential)
- Ability to demonstrate confidentiality and trustworthiness (Essential)
- A willingness to be flexible and part of a multidisciplinary team. (Essential)
- Ability to react effectively, responsibly and timely to various demands at a time (Essential)
- Knowledge of My Medical Records system (Desirable)
- Knowledge of Radiotherapy processes (Desirable)

Working Together For Patients with Compassion as One Team Always Improving

Strategic approach (clarity on objectives, clear on expectations)

Relationship building (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

Personal credibility (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

Passion to succeed (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

Harness performance through teams (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff , respect diversity)

Job holders are required to act in such a way that at all times the health and wellbeing of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition all staff are expected to complete essential/mandatory training in this area.

Print Name:

Date:

Signature: