

B R E A T H E

the lung association

POSITION VACANCY

POSITION TITLE:	Patient Navigator, Lung Cancer
REPORTS TO:	Director, Respiratory Health Programs
HOURS:	Part-time, 12-month contract (approximately 2-3 days per week)
LOCATION:	Provincial Office, Toronto with travel required throughout the province
EFFECTIVE DATE:	February 2019

About The Lung Association:

The Lung Association is dedicated to helping all Canadians breathe.

Our community of donors, patients, researchers, volunteers and professional staff are dedicated to ensuring Canadians have the healthy lungs, body, and clean air, which are vital to healthy breathing.

We want to ensure that no one takes their breathing for granted, and strive for better breathing for all. This is an opportunity to join a team at an exciting point in time – an opportunity to build on your experience, grow your skills, and make a true difference in the lives of all those that struggle to breathe.

To view our latest Annual Report: <https://lungreport.wpengine.com/>

Position Overview:

Reporting to the Director, Respiratory Health Programs, the Patient Navigator, Lung Cancer is a new role for The Lung Association – Ontario and will act as a care coordinator, educator, advocate, and counselor to achieve optimal outcomes via our Lung Health Information Line.

As an essential component of the patient's support system, the Navigator will complement the health care system and provide guidance and information to the patient in a time of great uncertainty. The primary task of the Patient Navigator is to receive calls and guide patients through the healthcare system from screening through diagnosis, by assisting with access issues, developing relationships with service providers and tracking interventions and outcomes.

The Lung Cancer Patient Navigator will also provide patient education to assist informed decision-making, improve timeliness of care, and help to advise and guide on multidisciplinary care processes and supportive services.

The Patient Navigator will be also responsible for maintaining patient records in our database to assist with navigation, continuous quality improvement and clinical research.

Key Areas of Responsibility:

Lung Health Information Line

- Provides telephone, email and from time to time, face-to-face consultation with patients to assists patients in understanding their diagnosis, treatment options, and resources available.
- Acts a resource by providing advice and guidance on partner organizations, community resources, multidisciplinary care processes and supportive services,
- Provides patient education publications and maintains a learning library for patients that include language-specific materials.

- Develops relationships with referring physicians; offer educational sessions to inform practitioners of lung cancer patient navigator role, services provided and encourage referrals.
- Assures continuity of care: where called upon, communicates pertinent information regarding patient issues with case managers, social workers, nurses and/or physicians regarding patient needs.
- Serves as a community liaison for education, prevention, and screening. Where called upon, provide lung health, lung cancer risk and smoking cessation counseling and education to individuals and groups in the community.
- Displays effective leadership by sharing knowledge and skills with colleagues.
- Ensures patient's information, progress, and outcomes are recorded in database.
- Tracks and reports patient satisfaction, concerns, and complaints.
- Other duties as assigned.

Patient Submissions:

- Assists with ongoing reviews for drug submissions to Ontario's Committee to Evaluate Drugs on behalf of Ontario patients and caregivers

Collaboration, Communication and Linkages

- Works closely with other members of the respiratory health team and displays effective leadership by sharing knowledge and skills with colleagues while also; recognizing and demonstrating trust in colleagues and their contribution.
- Supports team and organizational goals; and maintains knowledge and awareness of available community resources.

Knowledge and Skill Requirements:

- Demonstrated excellence in verbal and written communication skills, with the ability to handle sensitive issues with tact and diplomacy,
- Excellent interpersonal skills with demonstrated ability to communicate effectively and courteously.
- Able to work with minimal supervision and exercise sound judgment.
- Excellent organizational, problem-solving, analytical and time-management skills.
- Ability to work effectively in urgent situations and demonstrate professionalism at all times.
- Active and respectful listener. Known for their honesty, compassion and integrity.
- Computer / software skills: proficiency in Windows-based applications including Microsoft Office suite (Word, Excel, PowerPoint) and Outlook.

Education and Experience:

- Post secondary education with hospital-related certification/degree, ideally a Bachelor's degree in Nursing.
- 3 years' experience in a related field, Oncology-related experience preferred.
- Bilingualism in English/French would be considered a significant asset.
- Knowledge of current Cancer Care Ontario New Drug Funding Program guidelines, policies and procedures an asset.
- Knowledge of current Ontario Drug Benefits formulary and the Trillium Drug Program would be considered an asset.
- Experience in patient education and program development is preferred.

Work Environment:

- Willingness to work flexible hours; some evening and weekend work is required
- Willingness to travel.

To apply, please email your resume and cover letter, along with salary expectations, to Geeta Thomas, Director - Human Resources, at gthomas@lungontario.ca.